Test Administration Manual

Iowa's Policy and Procedure for HiSET™ Assessment

2015

Community Colleges

State of Iowa
Department of Education
Grimes State Office Building
Des Moines, Iowa
50319-0146

State Board of Education

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PREFACE

Assessment of adult education and literacy students is an essential part of providing an exemplary educational program that will help students reach success. This document is designed to provide policy pertaining to the administration of Iowa's recognized assessment in which awarding an Iowa High School Equivalency Diploma is based. By combining the guidelines provided by the assessment vendor and specific Iowa policy and procedure this document becomes the standard by which testing centers and staff associated with the administration of the assessment shall be monitored by the Iowa Department of Education.

The success of any test administration depends greatly on the staff. Familiarity and training on the following policy and procedures will ensure that the test takers will have an optimal testing experience. Thank you for your dedication and support in providing the security and integrity necessary in providing this high stake assessment.

If information is needed that is not available in this manual, there is a list of departments and contact details that can provide support and resolution.

Alex Harris
State Director for Adult Education
Division of Community Colleges
Iowa Department of Education

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Chapter 1: Communication

Both ETS and the department is prepared to help with any questions or problems before, during and after an administration. If clarification is needed that is not available in this manual, the following departments can provide support and resolve the following issues:

Test Administration Services

- Emergencies prior to and on the test date
- Missing materials from the shipment
- Damaged booklets
- Clarification of test administration procedures specific to the vendor
- Problems involving registration for a current test administration
- Problems returning test materials to ETS
- Scheduling of test dates at your center, change of address, change of Examiner or Supervisor or any other questions pertaining to your test center
- Uncertainty about which department to contact

Office of Testing Integrity

- All matters involving security of a test and/or test materials (e.g., cartons of test materials have been tampered with, missing test materials, cheating or impersonation)

Customer Service

- Test taker questions or issues
- Test taker reports a flawed test question or that there are no correct answer choices

ETS Disability Service

- Registration problems for a current test administration for test takers receiving accommodations
- Questions regarding accommodations
- Emergencies prior to or on the test date for test takers receiving accommodations
- Clarification of test administration procedures for tests being given with accommodations

Transcript/Diploma Requests

- All matters involving transcripts or diplomas from the previous assessment (GED®).
- All duplicate diploma requests for the current assessment (HiSET™)
- All billing inquires related to diploma fees for the initial diploma and transcript for the current assessment.

HSED State Administrator

- All matters involving state specific policy and procedures.
- Training or change in staffing for chief examiners.
- Test center staff.
- Change to testing center location.
- Testing integrity or security issues.

To expedite your request, please make sure that you have, or include, your name, title, test center number and location.

TEST ADMINISTRATION SERVICES

Phone:
1-800-257-5123* — U.S. (except AK, HI, NJ)
1-609-921-9000 — all other locations (collect calls will be accepted)
Monday – Friday
8:00 a.m. – 8:00 p.m. Eastern Time
Email:
HiSETTAS@ets.org
Website:
www.HiSET.ets.org
Mail:
ETS-HiSET Test Administration Services
ETS
Mail Stop 34-Q
Ewing, NJ 08618 U.S.
Fax:
1-609-771-7710
*The toll-free number is reserved for the Supervisors and their staff only. **This number should not be shared with test takers.***

OFFICE OF TESTING INTEGRITY

Phone:
1-800-750-6991 — U.S. only
1-609-406-5430 — all other locations
Monday – Friday
8:30 a.m. – 4:30 p.m. Eastern Time
1-800-257-5123 (as well as test day)
Email:
TSReturns@ets.org
Fax:
1-609-406-9709

VOUCHERS

1-855-MY HISET
Monday – Friday
hisetvouchers@ets.org

CUSTOMER SERVICE

(Test taker inquiries)
Phone:
1-855-MyHiSET
(1-855-694-4738)
Monday – Friday
8:00 a.m. – 8:00 p.m. Eastern Time
Recorded information is available 24 hours a day if using a touchtone phone.
Fax: 1-609-882-9693
Email:
HiSET@ets.org
Website:
www.hiset.ets.org
Mail:
ETS-HiSET
L-220F
660 Rosedale Rd.
Princeton, NJ 08541
Attn: Gloria Thomas
Fax: 1-610-290-8975

ETS DISABILITY SERVICES

Phone:
1-855-802-2748 (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada)
1-609-359-5615 — all other locations
Monday – Friday
8:30 a.m. – 5:00 p.m. Eastern Time
(as well as test day)
Email:
HiSETSSD@ets.org
Website:
http://www.ets.org/disabilities
Mail:
ETS Disability Services
PO Box 6054
Princeton, NJ 08541-6054
Courier Service:
ETS Disability Services
225 Phillips Blvd.
Ewing, NJ 08628-1426
Fax:
1-609-240-0525

TRANSCRIPT REQUESTS

Phone: 515-281-7308
Monday-Friday
8:00 a.m.—4:00 p.m. Central Time
Fax: 515-242-5988
Email:
HSEDHelp@iowa.gov
Website:
Bit.ly/HSED_IA
Mail:
Iowa Department of Education
Attn: HSED Record Specialist
400 E. 14th Street
Des Moines, IA 50319

DIPLOMA REQUESTS

To request HiSET and GED Diplomas and Transcripts contact:
www.diplomasender.com

If you cannot access the internet to order online or have additional issues related to your order, contact Diploma Sender toll free at 1-855-313-5799.
Additional charges may apply.

HSED STATE ADMINISTRATOR

Phone: 515-281-3640
Monday-Friday
8:00 a.m.—4:00 p.m. Central Time
Fax: 515-242-5988
Email:
Alex.Harris@iowa.gov

Consultant:

Phone: 515-725-2005
Monday-Friday
8:00 a.m.—4:00 p.m. Central Time
Fax: 515-242-5988
Email:
mike.williams@iowa.gov

Chapter 2: Facility and Staff Requirements for Testing Center

FACILITY REQUIREMENTS

The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the test center personnel, every effort must be made to minimize the possibility of such distractions through careful planning.

As a test center administrator it is critical to establish optimal testing conditions for the HSED testing candidate. Test centers are required to provide a distraction-free, secure testing environment with continuous candidate surveillance. A well-organized, quiet, and friendly testing environment helps candidates do their best. By providing a secure testing environment for candidates, you can be assured that your test center upholds the highest testing standards.

PHYSICAL REQUIREMENTS

- Arrange testing workstations to prevent the test takers from easily viewing nearby stations.
- If there are no partitions between testing workstations to restrict visibility, then there must be a separation distance of at least 5.0 feet (1.5 meters) from the center of one workstation to the center of the adjacent workstation.
- In testing rooms where tables are at a 90-degree angle, do not seat test takers next to each other in the connecting corner. The 5.0-foot (1.5 meter) minimum distance must be maintained.
- Entrance to the test center must provide for disability access.

ENVIRONMENTAL REQUIREMENTS

- A telephone with access to an outside line must be available to staff at all times for use in calling for support, reporting irregularities, or tending to other emergencies.
- The check-in area should be located near the entrance to the testing room, in an area separate from other activities. A table, desk, or counter is recommended for use during check in. If the check-in area is within the testing room, the staff must use best efforts to ensure that the check-in process does not disturb test takers whose testing is in progress.
- Internet connectivity must be established and maintained to allow for the delivery of examinations.

Note: Tests that have been launched can continue even if Internet connectivity is interrupted. The test results will accumulate on the cache proxy and will be uploaded to ETS when connectivity is re-established.

COMFORT REQUIREMENTS

- Use lighting that enables all test takers to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- Each testing workstation should be positioned for ease of use without strain.

TEST CENTER STAFF

The High School Equivalency Diploma (HSED) testing program will consist of the following roles:
- State Administrator
- Chief Examiner
- Supervisor
- Proctor

Alex Harris has been designated as the State Administrator. Chief Examiners, Supervisors and Proctors will be appointed locally with approval of the State Administrator.

TRAINING REQUIREMENTS FOR CHIEF EXAMINERS AND SUPERVISORS

The department is responsible for ensuring that training material is provided for Chief Examiners, supervisors and proctors to effectively fulfill their test administration duties. This policy and procedure manual should be used in all training of new staff and as an annual refresher for testing administrators. Knowledge of specific test administration procedures, testing security issues and understanding the importance of safeguarding the test materials at all times is critical of all staff.

Certification through the eLearning training must be kept in the staff folder for review by the department if required. eLearning certification meets the requirements for paper based and computer based assessment.

Agendas and a list of participants for any training done by the state or local program must be maintained for a period of three years If there is a series of testing integrity issues related to a testing center additional training requirements will be required.

OVERALL RESPONSIBILITES OF THE STATE ADMINITRATOR

The State Administrator shall:

- Inspect each official HSED testing center before it is established and before approving a change of location.
- Review emergency plans and written receiving plans annually for each official HSED testing center in the jurisdiction.
- Close official HSED testing center (s) when a violation of security procedures occurs and whenever circumstances warrant such action.
- Oversee investigations of security violations appropriately, including on-site visits whenever feasible.
- Immediately report any violation of procedures to the test vendor.
- Cooperate with Educational Testing Service in marketing and public relations activities wherever possible.
- Ensure accessibility to HSED testing for all appropriate populations.
- Serve as liaison with adult education instructional programs in order to keep teachers informed of developments in the HSED testing program.
- Whenever possible, develop cooperative links with higher education and the workplace to promote accessibility for HSED graduates.
- Ensure that all training for newly appointed Chief Examiners and Test Center Supervisors prior to their first test administration has been completed.
- Provide ongoing staff development as appropriate.

OVERALL RESPONSIBILITIES OF THE CHIEF EXAMINERS

Chief Examiners are responsible for the overall quality of the testing program at their HSED testing center. Their major responsibility is to uphold the integrity of the HSED program by effectively organizing and overseeing the test administration process.

The Chief Examiner typically:
- Places material orders.
- Sign the test center Memorandum of Understanding (MOU) with ETS.
- Attends and participates in mandated training sessions as required by the state.
- Verifies eligibility of the test takers prior to testing.
- Creates and implements a written receiving plan for secure testing materials and train all HiSET testing center staff members to follow the plan. The plan must include how to receive and store secure materials if the Chief Examiner or Supervisor is not present when materials arrive.
- Inventories and places into secure storage all secure testing materials within one business day of when the materials are received from Educational Testing Service.
- Develops a written, HiSET specific emergency plan, and trains all staff members to follow the plan.
- Selects, trains, and monitors Supervisors and Proctors.

- Inventories and checks the condition of all secure testing materials immediately upon receipt; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- Conducts investigations into test compromises and testing irregularities. Follow the department and ETS policies and procedures for reporting irregularities.
- Comply with all policies and procedures.
- Manage and oversee a high-quality testing program that ensures access for all qualified candidates and ensures the integrity of the tests and their administration.
- Maintain the overall quality of the testing program.
- Ensure that all staff members under their supervision comply with the policies of the state or jurisdiction in which they operate.
- Respond to the needs of the community and comply with all applicable legal requirements relating to the activities of testing centers.
- Implement local initiatives (e.g., graduations and awards ceremonies).
- Send clippings of local program press coverage of the local program to the State Administrator.

OVERALL RESPONSIBILITIES OF THE SUPERVISORS

- Verifies the identity and eligibility of each testing candidate.
- Maintains testing surveillance logs, seating charts, and other documentation as required.
- Maintains the security of all testing materials.
- Prepares a written inventory of all secure testing materials used during each test administration and maintains the inventory documentation in the permanent secure storage area.
- Conducts testing sessions in accordance with Educational Testing Service policies and procedures as set forth in this Program Manual and in any supplemental memoranda from Educational Testing Service.
- Controls testing sessions by following all Educational Testing Service policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for candidates with disabilities. (See chapter 8 of this manual.)
- Select, train, and monitor Proctors.
- Inventory and check the condition of all secure testing materials when received from Educational Testing Service; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- Adhere to Educational Testing Service policies regarding preparing and submitting testing materials for scoring if paper-based testing.
- Inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing, by using a Supervisor Irregularity Form.
- Conduct investigations into test compromises and testing irregularities. Follow ETS policies and procedures for reporting these irregularities.
- Make information about accommodations that are available and provide accessible testing with approved accommodations for candidates with disabilities.
- Attend appropriate examiner meetings sponsored by the jurisdiction.
- Cooperate in research and surveys sponsored by Educational Testing Service or by the State Administrator.
- Provide information about HiSET tests to civic groups, adult educators, and high school counselors.
- Inventory and return all secure testing materials to Educational Testing Service no later than 30 days after the end of the contract year.
- Use the contract year's packing slips to validate all secure materials being returned.
- Notify ETS if the test materials inventory is not complete.

RESPONSIBILITIES OF PROCTORS

Although the duties of each Proctor vary, depending on the type of assistance the Supervisor needs, Proctors generally perform or assist in performing the following functions:

- Arrange testing rooms; answer test takers' general (procedural) questions; check test takers' registration confirmation and identification.
- Direct test takers to their specific seats; distribute and collect test books to and from each test taker individually; walk around the room frequently to guard against improper conduct and to ensure that every test taker is working on the appropriate section of the test; check that test takers are gridding their answers properly on their answer sheet and are not making any marks on their test booklet.
- Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (for example, books, notes, writing on towels or walls).
- Monitor and account for test materials periodically throughout the testing.
- Clear the memory of each calculator (if applicable) before dismissing the test takers and ensure that no test content is being removed or concealed (e.g., writing on the calculator).
- Inform all test center staff that they must refrain from using their personal cell phones or text messaging during the test administration.
- Advise staff that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

GENERAL QUALIFICATIONS OF THE STATE ADMINISTRATOR

The Iowa Department of Education is responsible for determining the qualifications and appointment of the State Administrator and for ensuring that the individual is qualified to administer and oversee all aspects of the state's High School Equivalency Diploma assessment within the jurisdiction.

GENERAL QUALIFICATIONF FOR A CHIEF EXAMINER

Chief Examiners must:

- Hold at least a bachelor's degree from a nationally accredited college or university.
- Have three (3) years of experience in teaching, training, counseling, or testing; or college-level coursework.
- Pass the HiSET eLearning assessment.

GENERAL QUALIFICATIONS FOR A SUPERVISOR

Supervisors must:

- Have some experience in administering standardized tests.
- Speak English fluently and be at least 18 years of age.
- Have the ability to read directions clearly to test takers and to complete forms.
- Possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
- Pass the HiSET CBT eLearning assessment

GENERAL QUALIFICATIONS OF PROCTORS

Proctors may be professionals or members of the administrative, secretarial or clerical staff. They must:

- Have the ability to interact effectively and courteously with test takers and test center personnel.
- Be able to explicitly follow oral and written instructions.
- Be alert to detect instances of improper conduct or theft of test materials.

Role	Minimum Education Requirements	Duties
Chief Examiner	4 Year Degree	Manages Entire Center – is responsible for oversight of everyone Assign/perform Supervisor duties
Supervisor	Associates Degree; OR some college and prior testing experience	Check In: Verifies identify and eligibility of each candidate Responsible for security of testing Ensure/Install CBT stations set up correctly for test takers Ensures testing room is supervised at all times Assign/perform Proctor duties
Proctor	Secondary Diploma/ Equivalent	May assist in computer setup Escort test takers to their workstations Monitor the testing room to maintain security and proper conduct without Supervisor present

Staffing Recommendation for a Testing Center

Staff members who are hired to operate and maintain a testing center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Supervisors, or Proctors under the direct supervision of a Chief Examiner or Supervisor. It is policy that any teacher involved in High School Equivalency preparation courses cannot be a Chief Examiner, Supervisor or Proctor.

In Iowa, additional staff members may be used to register students and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet Proctor requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Supervisor.

Hiring Staff Members for a Testing Center

Testing center staff members are employees of the institution that hires them, not of Educational Testing Service or the State of Iowa. Their compensation, conduct, and supervision are, therefore, the exclusive responsibility of the hiring institution, except in their role as examiners, when they are bound to comply with all testing administration policies and procedures. Chief Examiners or Supervisors may be removed from examiner duties by the State Administrator or by Educational Testing Service for breach of conduct.

Staffing Policy Recommendation

One Supervisor is needed at a test administration for 20 or fewer candidates. For each additional 20 candidates, an additional staff person (Supervisor or Proctor) should assist with the test administration.

When determining the number of staff members for a testing center, the Chief Examiner should base the decision on the following:

- The Supervisor's regular availability to administer the HSED tests.
- The number of candidates regularly tested in a testing session.
- The frequency of an official testing center's testing sessions.
- The scheduled work time required for examiners to address testing program concerns.

Note: If the tests are being administered to a candidate who has a disability, the official testing center staffing plan shall include having an appropriate number of people available to assist. For testing sessions conducted in correctional facilities, prison guards may be present if they meet the eligibility requirements for Proctors and have been trained. For candidates with medical needs or disabilities, appropriate professionals may be assigned and remain present as necessary.

PROCEDURES FOR APPOINTING OR CHANGING STAFF AT A TESTING CENTER

- If the position of Chief Examiner is vacant, the State Administrator will ensure the restricted material has been inventoried and secured and will temporarily suspend testing until a new Chief Examiner has been appointed and trained. In order to appoint a new Chief Examiner the institution must complete the Test Center Staff Change form, email a copy and resume to the State Administrator and fax the original form to ETS. When the prospective Chief Examiner has been approved and assigned to the appropriate Test Center (s) login information to eLearning will be forwarded. The newly appointed Chief Examiner will not be permitted to conduct any testing until certified.
- If the position of Supervisor (s) is vacant, the Chief Examiner will ensure the restricted material has been inventoried and secured and will temporarily assume testing responsibilities at that location until a new Supervisor (s) has been appointed and trained. In order to appoint a new Supervisor (s) the Chief Examiner must complete the Test Center Staff Change form, email a copy and resume to the State Administrator and fax the original form to ETS. When the prospective Supervisor (s) has been approved and assigned to the appropriate Test Center (s) login information to eLearning will be forwarded. The newly appointed Supervisor (s) will not be permitted to conduct any testing until certified.
- If the position of Proctor (s) is vacant, the Supervisor (s) will ensure the restricted material has been inventoried and secured and will temporarily assume testing responsibilities at that location until a new Proctor (s) has been hired and trained. In order to hire a new Proctor (s) the Supervisor (s) must complete the Test Center Staff Change form, email a copy and resume to the State Administrator and fax the original form to ETS. When the prospective Proctor (s) has been approved and assigned to the appropriate Test Center (s) login information to eLearning will be forwarded. The newly hired Proctor (s) will not be permitted to conduct any testing unless under direct supervision of Chief Examiner or Supervisor.

Chapter 3: Test Administration and Security Procedures

HSED test takers have access to full instructions in the HiSET Information and Registration Portal and should be aware of any documentation and fees needed on testing day. Before they come to the test center, test takers should know the following:

- What identification they must have.
- That they must bring their Verification Form.
- That they must correct information in their registration account before coming to the test center.

Note: Name changes cannot be accepted.

- That they may not bring cell phones, smart phones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, recording, listening, scanning or photographic devices or aids to the test center.
- That their scores may be canceled if they cheat or attempt to cheat.

SECURITY OF TEST MATERIALS AND EQUIPMENT

The security of test materials is critical. From the moment the test center staff completes all the appropriate steps to become a testing center, from the administration of examinations and until the test data and/or testing material is sent back to ETS, the test center staff are fully responsible for ensuring the protection of the examinations from loss or unauthorized access and preventing a candidate from having either an unfair advantage or disadvantage.

Staff must make certain that no test taker has access to the test(s) before the administration; that every test taker does his or her own work; that no one reproduces, copies, photographs or records any of the examination questions or takes secure test material (or any portion thereof) from the test center. The sharing of test materials with test center staff or other school personnel can result in delays in reporting test scores or in the invalidation of test scores. In addition, test taker responses or essays are confidential and should not be shared. Any breach of security, no matter how minor, must be reported to the department and ETS.

The following procedures must be strictly followed:

- Make certain no candidate has access to the testing software before the examination.

- Ensure that no one inspects, views, or reads computer-displayed questions at any time except for candidates when they are taking the test.

Note: Test center staff may inspect the content of tests when it is necessary to investigate a candidate's report of a specific problem. Test center staff may read individual test questions only if a candidate reports flawed questions.

- Based on the ID shown by the candidates, ensure that all candidates are authorized to test and that the person taking the test is the person authorized to take it.

- Provide test center administrators with a space from which to clearly view all candidates in the testing room at all times.

- Restrict access to Administrative Workstation functionalities to authorized test center staff only, and preserve the confidentiality of the information displayed.

- Notify ETS as soon as possible upon discovery of any potential compromise of test data or materials before, during, or after the testing process. See the eLearning module on Communicating with ETS for more information.

- Report any and all unusual testing circumstances by completing a Supervisor Irregularity Report or Center Problem Report (CPR). See Chapter 10.

- ETS will provide each individual Chief Examiner and/or Supervisor with his/her own personal login credentials.

- Personal passwords should never be shared. It is extremely important to protect the integrity and confidentiality of all passwords. A security breach may result in a compromise of the HiSET examinations and candidate data.

- Secure all computers being used for HiSET testing. When test center staff is not present, the testing room must be locked. If your test center uses laptop PCs, the laptops must be locked in a secure location when not in use.

- Any security breach must be reported to the department and ETS Office of Testing Integrity within 24 hours of the occurrence. Just reporting the breach to the department is not sufficient.

INVENTORY OF TEST MATERIALS AND EQUIPMENT

If a testing center is in possession of paper based testing material, the following inventory procedure must be followed to prevent test book security problems and, if necessary, to pinpoint when a breach of security may have occurred.

Count the test books:
- Within 24 hours of receipt.
- When distributing materials to the Proctor on the test date.
- After materials have been distributed to test takers.
- Before test takers are dismissed from the testing room.
- When preparing materials for return to ETS.

TEST CENTER SECURITY COMPLIANCE CHECKLIST

FACILITY	YES	NO	COMMENTS
Test center is located within a locked, enclosed room, and is supervised when unlocked.			
Test center is not used for general purposes when testing occurs.			
Provides a secure and safe testing area.			
Provides comfortable seating and room temperature for candidates during testing.			
The door to the testing room is closed to provide a quiet testing environment.			
Testing room is entered directly from the administration/reception area.			
Recommendation: Testing room is not accessible through ground-level windows.			
FURNITURE	**YES**	**NO**	**COMMENTS**
Desks are not placed at right angles to each other; candidates do not have a view of any screen other than their own.			
If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of 5 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer.			
Recommendation: A clock is visible to candidates in the testing room.			
LIGHTING	**YES**	**NO**	**COMMENTS**
Lighting is provided that enables candidates to read their computer screen in comfort, without shadows or glare on the computer screen or writing surfaces.			
COMMUNICATIONS	**YES**	**NO**	**COMMENTS**
Test schedule is easily available to candidates on website, voice mail, printed material, or posted at test center.			
Test center or test center reception area has a telephone available to facilitate contacting ETS Technical Support or ETS Office of Testing Integrity.			

TEST CENTER'S OFFICE	YES	NO	COMMENTS
An area next to the testing room used for candidate registration and for monitoring test center activity is provided.			
Test center accommodates reasonable privacy for candidate identification verification and prevents exposure of such information to other candidates.			
SIGNAGE	YES	NO	COMMENTS
Recommendation: A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."			
TEST CENTER STAFF MEMBERS	YES	NO	COMMENTS
Treat candidates in a professional and courteous manner.			
Have read and are very familiar with the *Test Administration Manual: Iowa's Policy and Procedure for HiSET Assessment*			
Have been assigned unique user accounts to access the HiSET software.			
Notify the department and ETS when staff changes occur and provide complete contact information, including email addresses and phone numbers.			
Chief Examiners and Supervisors have completed the online HiSET eLearning training.			
TRANSPORTATION	YES	NO	COMMENTS
Recommendation: Test center is easy to find and has access to public transportation where available.			
PARKING	YES	NO	COMMENTS
Curb ramps, a minimum of 36" wide leading from the parking area/street level to the sidewalk leading to the building entry door.			
Adequate accessible designated parking spaces are available based on the test center size and building requirements.			
Recommendation: Sufficient convenient parking on campus is available to accommodate the maximum number of candidates in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.			
TESTING ACCOMMODATIONS	YES	NO	COMMENTS
A private testing room is available.			
Note: This is optional. The intent is to provide a location for testing accommodations when a private session is required for a candidate with a disability. This reduces the potential need to "close" the main testing room to accommodate candidates with disabilities.			
The facility meets the local code for access by the disabled and the Americans with Disabilities Act of 1990 as amended.			
One adjustable-height workstation is available.			
Minimum width of an accessible pathway is 36" except at doors.			

SECURITY BEFORE THE TEST	YES	NO	COMMENTS
Passwords are secured and/or locked up and not posted in testing area, rЕception area or offices.			
Testing room is locked and secured when testing is not occurring. Access to the testing room key is limited to authorized staff. Laptop computers are secured with locks at all times or locked in secure storage when not in use.			
The Testing Administration Manual—HiSET is available for reference by the testing staff. The manual contains proprietary information and is kept in a secure location when not in use. Testing center staff understand and follow guidelines and practices in the TAM.			
Review the Attendance Roster in the HiSET Information and Registration Portal and plan seating arrangements.			
Remove the test materials needed for the testing occurrence from a secure locked storage area.			
Ensure that sufficient staffing is available for the entire duration of the testing occurrence.			
Recommendation: Institution has a test center staffing succession plan.			
Recommendation: Test center administrators regularly change their individual software passwords (every 30 days).			
Recommendation: Criminal background checks are part of hiring practices for test center staff.			

SECURITY ON THE DAY AND ADMISSION	YES	NO	COMMENTS
Meet with staff to review procedures for checking ID, Verification Form, and payment of the diploma fee. Check identification of each test taker carefully. Deny admission to anyone who does not meet the admission requirements.			
Complete check in of the test taker in the HiSET Portal and indicate whether the test taker has been "signed in," is a No Show," or "Could Not Test" (for various reasons).			
Assign each test taker to a room and/or seat.			
A safe area is provided in which testing candidates can store their personal belongings including purses, books, backpacks and electronic devices such as cellphones, Bluetooth® enabled headsets/earbuds, iPods, and calculators. These items should never be allowed in the testing room. Visually inspect students for attached electronic devices.			

SECURITY DURING THE TEST	YES	NO	COMMENTS
Hand a test book and answer sheet (and calculator if applicable) directly to each test taker. Place unused test materials not accessible to the test takers at any time. Count test takers and unused test books the sum must equal the number of test books counted out.			
Have students sign in and create a seating chart for each room used.			
Exam administrations are monitored at all times by a test center administrator or proctor. Never leave the room unattended. Ensure that staff are vigilant and do not access personal cell phones or text messages during the administration.			
A test center staff member can access the room within 10 seconds of an issue. Testing staff walk through the testing room at 10-minute intervals.			

	YES	NO	COMMENTS
Begin the test according to the instructions in this Manual. Keep careful track of the timing for the test.			
Change the seats of test takers you suspect are cheating. Report the occurrence on the Supervisor's Irregularity Report.			
Inform test takers that cell phones cannot be used during the test. Cell phones, smartphones (BlackBerry®, or iPhone® devices), PDAs and other electronic , recording, listening, scanning or photographic devices are not allowed in the testing center. Report such incidents on the Supervisor's Irregularity Report.			
Notify the department and ETS if a breach of security occurs, no matter how minor, or if there is an emergency.			
SECURITY AFTER THE TEST	**YES**	**NO**	**COMMENTS**
Collect test book, answer sheet, and calculator (if applicable) from each test taker. Account for all material (including scratch paper) before dismissing the test takers. Place materials out of reach of test takers as they leave the room. Dismiss the test taker.			
Check the testing room to be certain nothing has been left behind.			
Log onto HiSET portal for each appointment whether the test taker checked in, was a "No Show," or was not able to test or complete the testing session for some reason.			
Complete all appropriate reports and forms.			
Evaluate the administration; make any suggestions for improvements on the Supervisor's Comment Sheet.			
Return all test answer sheets to ETS promptly for scoring.			
Check every book to ensure it is reusable. If not, follow the guidelines for returning material to ETS.			

Chapter 4: Preparing a Test Center for Test Administration

This chapter describes the procedures necessary to prepare a test center for its first administration of the HiSET assessment. It will help a testing center:

- Compete and submit the required documentation;
- Submit the Center Master Form and Memorandum of Understanding to the testing vendor;
- Complete the online training and assessment and receive access to the test administration system;
- For computer based testing—install the necessary software and configure the computers and perform a test run; and
- For paper based testing—order paper based material.

PRIOR TEST CENTER APPROVAL

For Testing Center for 2015, Iowa is approving only testing centers that has experience in providing High School Equivalency testing. Each applicant must meet the physical, environment, comfort and staffing requirements as outlined in this manual. In addition, a [Prior Test Center Approval](#) form and detailed digital photos will need to be submitted. (digital photos are not required for correctional testing sites). As a previously approved testing site a monitoring visit will not be conducted, however the photos will need to be on file to verify facility requirements. Therefore the photos must capture the layout of the testing room indicating the physical requirements and space between work stations. The photos will also need to verify the accessible, signage and check in station (if applicable). For computer based testing, verification of computer specifications will need to be submitted for three computers intended to be designated as the cache proxy, the administrative station, and one testing station.

Following the implementation of HiSET assessment in Iowa, the department will determine if additional testing centers are needed to accommodate the needs of test takers. The procedures for adding additional testing centers will be determined as needed but will include a partnership with a local adult education and literacy program through a memorandum of understanding and a test center observation visit prior to approval.

> Test Center Observation
>
> Test center observations by the department will be scheduled for the purpose of evaluating test administration procedures and facilities to ensure that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred prior to approving the testing center location.
>
> The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements. Photographs of the testing center might be taken for the file as a point in time reference to track any changes that the center might make in the future.

DOCUMENTATION TO TESTING VENDOR

A center master form is required to be submitted for each main and addendum site. The center master form details the days and hours that testing will be available. If computer and paper based testing will be available at the same location this needs to be clearly defined. Only computer based testing dates and times provided in the center master form will be listed for students to register for testing. If a testing center is transitioning to computer based testing and has received temporary permission from the department to provide paper based testing the times and dates will not be posted online. Correctional test times and dates will not be posted for online registration either. Test takers will need to register for paper based testing by phone or by the Chief Examiner. The center master form can be updated as needed by contacting ETS.

Each local testing center will need to have an annual Memorandum of Understanding (MOU) signed by the Chief Examiner, the department and the testing vendor. This MOU will establish the agreement that will be binding as the testing centers uses the assessment. The MOU will cover each addendum site including corrections.

STAFF AUTHORIZATION AND ACCESS TO THE TESTING SYSTEM

See Chapter 2 for more information about the roles and responsibilities of the testing center staff. Once approval for the testing center has been established by the department and the testing vendor has received the required documentation, an email with user name and password for accessing eLearning will be forwarded. Iowa requires that each Chief Examiner and Supervisor successfully completes and certifies prior to test administration.

	Action	Explanation
1	ETS enters the user's name, email address, and test center number into the eLearning system. Note: The staff members who will be entered into eLearning are those who will serve in the roles of Chief Examiner and Supervisor.	This creates an eLearing account for the user.
2	The eLearning system sends an email to the user with their eLearning login credentials and the eLearning website address. (These credentials provide access only to the eLearning, not to any other system.)	**The users can now log in to eLearning.** The user will be able to access the PBT eLearning, the CBT eLearning, or both, based on the test center numbers with which the user is associated.
3	The user reviews the eLearing modules and completes the assessment.	The eLearning displays a "Congratulations" message when a passing result is achieved. A user who does not achieve a passing result should review the training modules and take the assessment again
4	Within a few days after passing the eLearning assessment, each user receives his or her personal login credentials for the HiSET systems and instructions for activating the new account.	The user will receive three separate emails – the first with his or her username; the second with a temporary password; and the third with a PIN and instructions for activating the new account.
5	The user logs in and resets his or her password according to the instructions received by email.	This step is required because temporary passwords cannot be used to log in to the test administration system or the HiSET Portal. The user now has valid login credentials to start the computer-based testing system and access the HiSET Portal. The same login credentials are used for both purposes

INSTALLING AND CONFIGURING THE HARDWARE AND SOFTWARE

The computer-based HiSET tests are administered with the ETS Internet-Based Testing (iBT) Administration System (IAS). Test center staff must ensure that the required computer hardware and software are installed and that the hardware, software and local area network are configured as required.

IMPORTANT: Prior to working with HiSET Technical Support to set up your test center for the first time, it is important to ensure that the test center meets the system and technical configuration requirements referenced below. Please share the system and technical configuration requirements with your site's local technician and obtain his or her assistance, if necessary, to verify your configurations and settings and install the required software.

SYSTEM AND TECHNICAL CONFIGURATION REQUIREMENTS

Visit the HiSET website at http://hiset.ets.org/states_educators/faqs for information about system requirements and technical configuration, including the following:

- Minimum system requirements (including computer hardware specifications, supported operating systems, local area network [LAN] and internet connectivity requirements)
- Technical configuration guidelines (including information about desktop security configurations, network firewalls, LAN communication, power option settings, and other topics)

COMPUTER CONFIGURATION OPTIONS

Each test administration requires a local server/cache proxy application to be launched first because the cache proxy serves as the communication center. In addition, an administrative station application must be launched in order to perform check in and accomplish other administrative functions. The cache proxy and administrative station applications are usually hosted on two different computers but may be hosted on the same computer at a test administration with up to ten testing candidates. In addition, one testing workstation computer is required for each candidate. Therefore, a test center requires at least as many testing workstations as candidates to be tested concurrently.

At larger test centers, it may be necessary to host the cache proxy application on more than one computer, depending on the number of candidates to be tested concurrently and the technical specifications of the cache proxy computers. Guidelines for the maximum number of testing workstations per cache proxy computer have been established to ensure that the cache proxy computer(s) will have sufficient computing power to provide the test information efficiently to all the testing workstations.

Review the following configuration options and select the one most suitable for your site. For correctional sites and

Number of Candidates to be Tested Concurrently	Suitable Configuration
Up to 10 (can include preloading for correction or sites with limited/no internet access.)	Limited Configuration OR Standard Configuration
Up to 20 (with a low level cache proxy computer) Up to 40 (with a high level cache proxy computer)	Standard Configuration
More than 20 (with a low level cache proxy computer) More than 40 (with a high level cache proxy computer)	Multiple Cache Proxy Configuration

sites with limited or no connectivity a limited configuration will be used with the added feature of preloading the cache proxy on a laptop prior to entering the testing center. Descriptions and diagrams of each configuration are provided later in this section.

In all configurations, the cache proxy computer(s) must be dedicated to HiSET testing during a HiSET test administration. Using a cache proxy computer for other work while HiSET exams are being administered will adversely affect

Limited Configuration

When using only one testing workstation, the local server and administrative station applications can run on the same computer, thus requiring only two computers. There is a limit of one to ten testing workstation when using this configuration. Therefore, you cannot use this configuration if you plan to test more than ten testing candidates at a time. If you start the local server and administrative station on the same computer, the following warning will be displayed to remind you that only ten testing workstation is allowed.
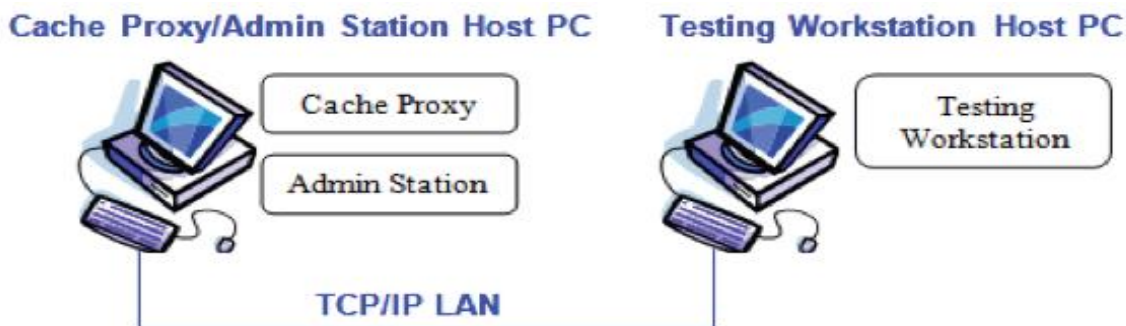
Warning: The iBT Local Server and the iBT Administrative Application are running on the same computer. Only ONE to TEN Testing Workstation is allowed with this arrangement.

Standard Configuration

The standard computer configuration for an iBT test center requires a minimum of three computers:

- **Local Server/Cache Proxy: For storing test delivery information and HiSET test packages as well as temporary storage of candi**date results
- Administrative Station: For candidate check in and other administrative tasks
- Testing Workstations (one per candidate): For delivering tests

Note: A cache proxy computer can support up to 20 or up to 40 concurrent test takers, depending on the hardware specifications of the host PC. Refer to the hardware/software requirements document on the HiSET website at http://hiset.ets.org/states_educators/faqs.
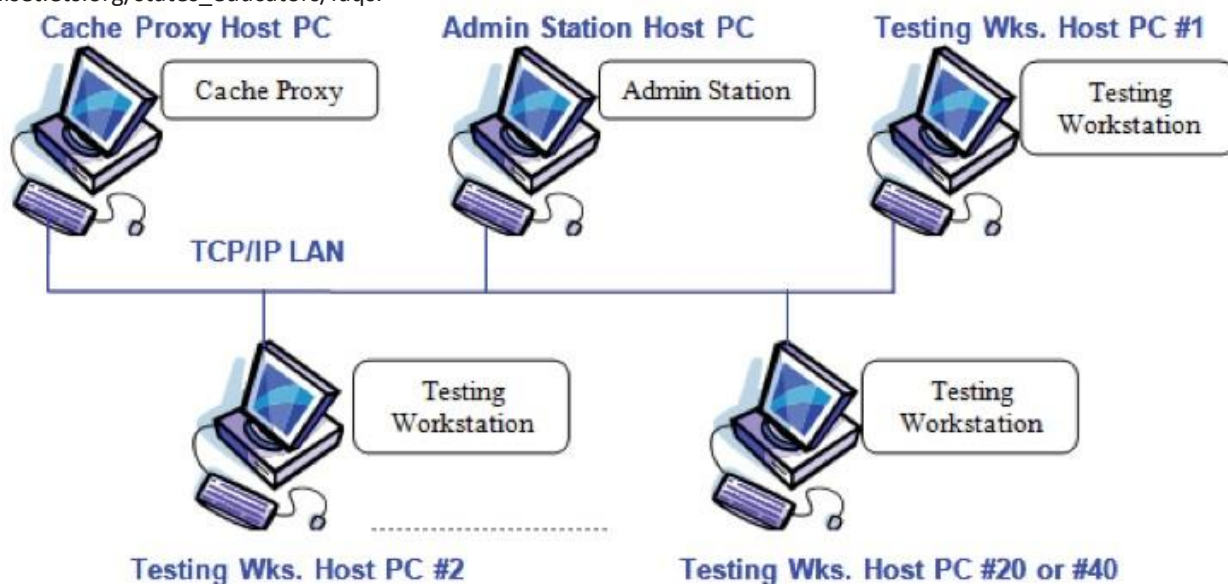
MULTIPLE CACHE PROXY CONFIGURATION

This configuration features running the cache proxy application on more than one computer to support a larger NUM-ber of concurrent test takers than with the standard configuration. The cache proxy that is launched first becomes the primary and the second cache proxy assumes the role of secondary. The admin station and testing workstations are launched on different computers, as shown below:
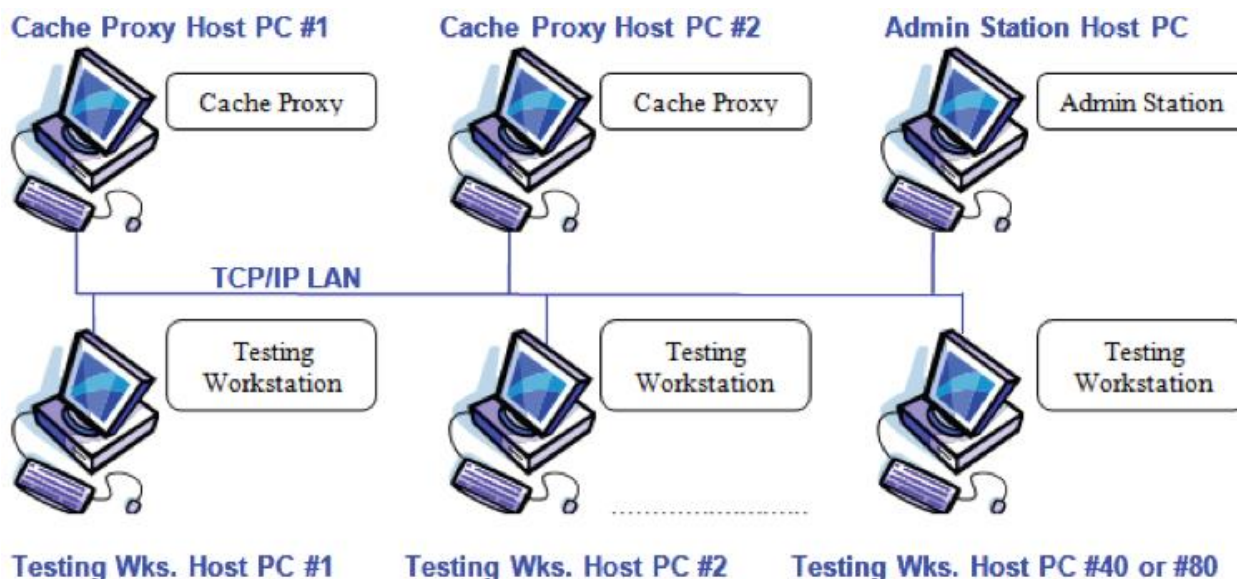
Multiple Local Server (Cache Proxy) Configurations: All local servers (cache proxies) and testing workstations that are launched using the same test center ID code and residing on the same subnet must be in the same physical location because they are part of one test delivery system.

INSTALLING REQUIRED SOFTWARE

The software listed in the following table must be installed on the test center computers in order for them to be

Cache Proxy	Admin Station	Testing Workstation
• iBT Bundle Installer	• iBT Bundle Installer	• iBT Bundle Installer • Screen Magnification Software

capable of delivering the computer-based tests:

NOTE: The software listed above MUST NOT be deleted from the computers' hard disks. Consult your local site technician to ensure that the computers are not configured to erase/delete the hard disk contents during a restart or on a periodic basis.

If the above software is not already installed, or if you are not sure that it is installed, download the required software by clicking the iBT Bundle Installer link on the following ETS website: HTTP://IBT1.ETS.ORG/IBT/INFO.HTML. The iBT Bundle Installer will install the required version of Java Runtime Environment (JRE), the iBT Keyboard Driver and the Java Access Bridge, all of which can also be downloaded separately from the links on the website.

THE SCREEN MAGNIFICATION SOFTWARE MAY BE INSTALLED SEPARATELY BY CLICKING THE APPROPRIATE Download link on the website. The screen magnification software is required for screen magnification and color switching, which are available as test accommodations for candidates with disabilities. It is not used for standard testing.

PERFORMING A "ROUND TRIP" TRIAL RUN TO VERIFY TEST CENTER CAPABILITY

A test center must perform a Round Trip, which is a trial run to verify that the center is capable of administering the computer-delivered HiSET tests. The process includes the following steps:

- Contact ETS HiSET Technical Support well in advance to schedule a Round Trip registration for the date when you plan to run the Round Trip.
- Prior to the date of the Round Trip, ensure that the system and technical requirements are met (see "System and Technical Configuration Requirements") and that the required software has been installed. Consult your local technician for assistance, if necessary.
- Run the Round Trip. During this process you will check in a sample test taker and launch a demo test on at least one testing workstation. Successful completion of a Round Trip validates that the required software is installed and operational on the cache proxy and administrative station as well as the testing station used, and validates communication across all systems within the test center and to ETS.
- Set up all the other testing workstations during the Round Trip and use the Quick Launch process to run a demo test on each of them to validate their ability to deliver a test.
- Contact HiSET Technical Support to report that the Round Trip and demo exams were delivered. HiSET Technical Support will verify that they were completed successfully.

A detailed description for conducting a round trip is included in the appendix.

Note: *A test center cannot be activated for HiSET test administration dates until a Round Trip has been completed su*ccessfully.

PERFORMING A "ROUND TRIP" TRIAL RUN FOR A SITE WITHOUT INTERNET CONNECTION (CORRECTION SITES)

The basic process for preparing a testing site without internet connection starts with using the cache proxy to download the test content and the roster while connected offsite to a network with Internet access. Using the cache proxy in disconnected mode the testing administrator connects to the test delivery network without Internet connectivity. Once the test administration is over, the testing administrator takes the same cache proxy back to the network with Internet access and brings it to the ready status to upload the test results.

- Log on to the laptop with a Windows account that has administrative privileges and internet connection.
- Download and install the iBT Bundler on the computer and reboot.
- Visit the iBT cache proxy URL and log in with the TCA's credentials.
- The cache proxy application launches and begins downloading contents.
- Contents are downloaded and the cache proxy displays the Ready status.
- Connect two additional laptops to this network.
- One laptop works as the admin station and the other runs as a testing workstation.
- Install the iBT bundler software on these two computers and reboot.
- Run a Round Trip demo test as per procedures described in eLearning.
- Shut down the cache proxy and take it to the testing facility.
- Connect the cache proxy to the testing facility network and get it ready.
- Start the cache proxy using the cache proxy desktop shortcut.
- Key in the disconnected mode password that the TCA acquired from HiSET Tech Support on that same day.
- Prepare the cache proxy in disconnected mode and make it ready.
- On the admin and testing stations, access the DM URL to connect to the cache proxy.
- Install the iBT bundler software from this link on the admin and all testing stations and reboot.
- Start the admin and testing stations and make them Ready.

The setup is now complete. This is a one-time procedure.

Ordering Paper Based Testing Material

Any testing center location can order paper based testing material to have on site in case of emergency, for testing accommodations or as needed by the test taker with the discretion of the Chief Examiner. Ordering is done through the HiSET Portal which is an online system which Chief Examiners and Supervisors can log on. Test books are ordered in sets of five and can be used for multiple locations as long as the security procedures are followed for storing and transporting the materials between locations is followed. In addition. the paper based testing material can be used as long as the material is undamaged. Once the material is not appropriate for use the return procedures must be followed as outlined.

Chapter 5: Activities Before Administering Assessment

Introduction

Before administering a HSED assessment, activities will focus on selecting and training staff; selecting and preparing facilities; and receiving, gathering and securing test materials.

Preparing Staff and Facilities

The Chief Examiner is responsible for training staff before an administration of the HSED assessment to effectively fulfill their test administration duties as outlined in this Manual. Chief Examiners must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Chief Examiner should include the following activities in training:

- Provide a training session at the beginning of the testing year.

- Have a briefing session on the morning of the test to update staff on any last-minute problems, reassign staff if someone is absent, and so on. Staff members must have access to this Manual throughout testing and must adhere to the procedures and instructions it contains.

- Inform all test center staff that they must refrain from using their personal cell phones or text messaging during the test administration.

- Advise staff that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

- Provide an ongoing review of test administration procedures throughout the year.

- Undertake immediate remediation of any staff-related problems.

Supervisors Duties on Test Day

Supervisors are responsible for the actual test administration in their assigned testing rooms. The "Checklist for HiSET Supervisors" should be made available to them prior to the administration. If there are any concerns with performing the following duties the Chief Examiner should be notified immediately to ensure that the test administration is properly staffed. Supervisors should be familiar and prepared to perform the following duties:

- Review the contents of this Manual prior to the test date and be able to apply the required procedures for managing their testing rooms; arrive at the test center at the specified time to receive materials and their room assignments; verify the count of test materials assigned and record test book serial numbers on the Supervisor's Report Form.
- Inspect the room for appropriate seating arrangement, lighting and ventilation.
- Admit test takers according to directions; verify identification as required and assign seats; distribute test books to each test taker, individually distribute a calculator to each test taker (if applicable, be sure that the memory has been cleared).
- Immediately report any irregularities to the Chief Examiner, document the irregularities on a Supervisor's Irregularity Report and sign it.
- Collect test books according to instructions; strictly account for all used and unused test books; complete and return all reports and forms to the Chief Examiner.
- Promote good public relations by answering procedural questions and handling complaints or disturbances in a courteous and professional manner.
- Direct and supervise the proctors who assist them.
- Refrain from using their personal cell phones or text messaging during the test administration.
- Advise test takers and test center staff that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

NUMBERS NEEDED

By reviewing the roster of test takers prior to the test administration, the Chief Examiner will be able to adequately staff the testing center. The number of supervisor/proctors needed has been set by Iowa. Following is the number of supervisor/proctor per test taker ratio:

Test Taker to Supervisor/Proctor Ratio	
Number of Test Takers	Number of Supervisor/Proctors
1-20	1
21-40	2
41-60	3
61-80	4
81-100	5
If more than 100 test takers in one testing room, it is recommended that there be an additional proctor for every 20 students or fraction thereof over 100.	

SELECTING TEST CENTER FACILITIES

The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the Supervisor, every effort must be made to minimize the possibility of such distractions through careful planning.

When arranging for testing rooms, evaluate the available rooms in terms of the requirements listed in this section for:
Seating and security.
Other physical requirements.
Comfort and environment.
Then make your selection based on overall suitability.

Seating and Security

TO ENSURE A SECURE TESTING AREA, THE DEPARTMENT RECOMMENDS THE FOLLOWING.
- The test center is located within a locked, enclosed room, and is supervised when unlocked.
- The test center is not used for general purposes when testing occurs.
- The door to the testing room is closed to provide a quiet testing environment.
- The testing room is entered directly from the administration/reception area.
- The testing room is not accessible through ground-level windows.
- Whatever the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your center's stated capacity to meet the minimum requirements for spaced seating, please let the department and ETS know at once.
- The testing rooms must be arranged so that all test takers face in the same direction, and all the chairs must be placed directly behind those in the preceding row.
- Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which the test taker tested.
- Test takers must be separated on each side, left and right, by a minimum of five feet (about 1.25 meters) measured from center of testing station to center of testing station.
- IN AN INCLINED SEATING ARRANGEMENT, SUCH AS AN AUDITORIUM OR LECTURE HALL, THERE MUST ALSO BE A FOUR-FOOT SEPAration at both the front and rear.
- You and your staff should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.
- Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.

- A large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred. If tablet-arm chairs are used at your institution, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact ETS at once. In general, lapboards do not provide an acceptable writing surface.
- Study carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist: The side walls of the carrel or booth are made of an opaque material.
    - The front of the carrel or booth is clear from the top to the writing surface.
    - Test takers are at least four feet apart, thus limiting use to every other carrel or booth.
- All test takers are seated facing in the same direction.
- If possible, seat left-handed test takers at tables, desks or left-handed tablet-arm chairs. If the use of right-handed tablet-arm chairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.
- Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.
- Do not, under any circumstances, allow test takers to select their own seats.
- Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.
- Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.
- Test schedule is easily available to candidates on website, voice mail, printed material, or posted at test center.
- Test center or test center reception area has a telephone available to facilitate contacting the ETS Office of Testing Integrity.
- An area next to the testing room used for candidate registration and for monitoring test center activity is provided.
- Test center accommodates reasonable privacy for candidate identification verification and prevents exposure of such information to other candidates.
- A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."
- Test center is easy to find and has access to public transportation where available. Sufficient convenient parking on campus is available to accommodate the maximum number of candidates in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.
- Adequate handicapped designated parking spaces are available based on the test center size and building requirements.
- Curb ramps are a minimum of 36" wide leading from the parking area/street level to the sidewalk leading to the building-entry door.
- A sample seating chart and checklist is available in the Appendix of Forms.

Physical and Comfort Environments

- Restrooms should be located near testing rooms and should be easy to find. Post directional signs.
- Each testing room should have a clock, preferably at the front of the room, so that test takers can see it without turning their heads. You or a member of your staff must post the time remaining (as specified in the instructions) so that test takers without watches can properly pace themselves.
- Testing rooms should not be near noisy areas or activities such as athletic events, band practice, commencement exercises, other test administrations, construction work, heavy traffic, etc.
- Lighting should enable all test takers to read the test questions and mark their answers in the test book in comfort. It should not produce shadows or glare on the writing surfaces.

MATERIALS PROVIDED TO TESTING CENTERS

The HiSET Portal is an online system for both HiSET test takers and Test Administrators. It is separate from the general HiSET public website and is designed to allow test takers and Chief Examiners or Supervisors to log on and conduct many of the activities related to taking or administering the test.

Test takers will be able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. Test takers will also be able to schedule their test at a particular center on a particular day and to pay for the test. Chief Examiners and Supervisors will be able to make appointments for test takers as well, check test-taker appointMENTS FOR THEIR CENTER, ACCESS AND PRINT A ROSTER FOR THEIR TESTING SESSIONS, RECORD TEST-TAKER ATTENDANCE, AND CONDUCT MANY OTHER ACTIVITIES TO SUPPORT THE WORK OF CONDUCTING A SUCCESSFUL TESTING SESSION.

The testing center will also receive or have available to them from ETS the following:

Materials Provided to Testing Centers
1. Textbooks, Formula Sheets* and Answer Sheets,**
2. Supervisor's Report Form (SRF)**
3. The Testing Administration Manual containing the following forms: • Supervisor's Irregularity Report (SIR)**   • Test Question Ambiguity and Error Report**   • Notice of Defective Test Books   • Tips for Preventing Security Breaches**   • Duties of Supervisors and Proctors**   • Checklist for Supervisors**   • Seating Chart**   • Supervisors Comment Sheet**
4. Return Instructions Sheet**
5. The following return envelopes: • Answer sheet return   • IRR Return   • Supervisor's Irregularity Report (SIR) return
6. UPS return envelopes or cartons and labels

*It is recommended that the formula sheets be laminated by each testing center to ensure the sheets are kept clean, readable and in good condition for multiple uses.

** For limited paper based testing purposes. ** Items are included in the Test Administration Manual—HiSET™

RECEIVING TEST MATERIALS

Alert your receiving office prior to each shipment that you are expecting a shipment to arrive and arrange to have the carton(s) delivered to you upon receipt. If immediate delivery to you is not possible, ask that the shipment be placed in a secure locked area that is restricted to one or two authorized persons. At each institution, authorized persons should be limited in number, and should be those persons whose normal duties require use and/or protection of secure materials. Students and prospective test takers are not considered authorized persons for the handling of, access to, or storage of test materials. Within 24 hours of receiving the test materials, open each carton and check its contents against the test shipment notice.

Step	Action
1	Open the cartons and take out the materials. Check that the testing center has received all materials listed on your shipment notice. **Note:** Never leave the test materials unattended while outside a locked storage area.
2	Store the carton (s) in a secure area to which only you and other authorized persons have access. Test materials are considered to be in a secure storage when they are locked in a container, compartment or area. Chief Examiners must take reasonable care to assure that the location of and access to the storage , and the strength of its locking mechanism, are sufficient to deter access to the test materials by unauthorized persons.

If the testing center does not receive the entire shipment of test materials, check the test shipment notice to see how the shipment was sent, and try to trace the missing materials through the local office of the delivery carrier indicated. If the shipment is not received by the appropriate date, please contact ETS Test Administration Services so that there is sufficient time to trace the missing shipment or send another.

REGISTERING, SCHEDULING AND PAYING FOR TESTING ADMINISTRATION

The HiSET Portal is an online system designed to allow test takers to log on and conduct many of the activities related to taking the test. Test takers will be able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. Creating a profile and registering for the assessment can be done by calling ETS customer service at 1-855-MyHiSET; online at http://www.HiSET.ets.org/; or by completing the Registration Form and having test adminisTRATIVE STAFF ASSIST.

Testing center staff will need to register correction testing candidates. This can be done online, or via phone with an ETS representative. A correctional testing center staff can register multiple test takers with the same email address. It is the staff responsibility to ensure that the demographic information collected including social security number (if applicable) is complete and accurate based on available records. This information will be used to generate the high school equivalence diploma. This record will become the testing candidate's permanent record upon post release.

Prior to scheduling an HiSET exam appointment, test takers must:
• Agree to comply with age and verification requirements;
• Locate a test center with an open date and time; and
• Organize payment.

Note: The test taker must contact ETS customer service at 1-855-MyHiSET or 1-855-694-4738 to schedule their appointment if they require testing accommodations or are paying with a voucher. Once the voucher has been redeemed subsequent tests can be scheduled online.

The testing candidate should be aware of the cancellation policy if they are unable to attend their testing appointment for whatever reason. Contact the ETS customer service to cancel testing appointment at least four days prior to scheduled exam date, not including the day of appointment, to be eligible for a refund.

For example, if the test date is Friday, June 5th, the deadline to cancel is Monday, June 1st.

Exception cases refer to:
• events caused by the vendor, testing location or tester
• events beyond the control of all parties

These exceptions are handled and evaluated for refund eligibility on a case-by-case basis. ETS understands events may occur outside of the test-taker's control and has processes in place to evaluate and approve refunds for ETS-collected HiSET test fees.

Procedures and pertinent information relating to unused or unredeemed vouchers:

Exchange expiring vouchers via email hisetvouchers@ets.org.

Include the expiring/expired voucher numbers, your name and name of Community College bookstore.

ETS will email new valid voucher numbers directly back to your email address.

New valid voucher numbers will not be on a spreadsheet but will be an email.

The new voucher numbers are a 16 character alphanumeric number. The number to call for voucher questions and/or assistance is 1-855-my HiSET, select option 1 for Iowa, then option 6 for vouchers.

Per ETS: All fees must be paid in USD; *Vouchers expire 12 months from the date of purchase* and are non-refundable; unused vouchers can be credited after 12 months.

You may also use the voucher order form online at any time: http://hiset.ets.org/states_educators/resources/downloads/

MATERIALS PROVIDED BY THE TESTING CENTER

The FOLLOWING MATERIALS are needed for each testing room:

- A **reliable watch** (not a stopwatch or any other mechanical timing device) that can be reset as needed. If more than one testing room is used, each of your HiSET Supervisors must also have a watch. In addition, each Supervisor must have a second timepiece available (such as a proctor's watch or a wall clock) that can be used as a check against mistiming. Do not use a test-taker's watch.
- **A large wall clock for each testing room** that is clearly visible to all test takers.
- **A supply of No. 2** or HB pencils with erasers.
- **A pencil sharpener**, if possible.
- **Calculators-** the HiSET assessment is designed so test takers do not have to use calculators, however Iowa will allow test takers to use the Texas Instruments TI-30XS or Casio FX260 for paper and computer based testing for ***Math test*** only.
- **Formula sheets** are new for the 2015 HiSET paper-based math tests. This reusable sheet must be provided to each candidate taking a HiSET math exam in 2015. It is recommended that each testing center uses a laminated copy. The information on the formula sheet is available to computer-based math test candidates on the computer, similar to the calculator tool. The sheet is also available in the HiSET download library.
- **Scratch paper** – Test centers must supply scratch paper for candidates who request it. It is recommended that you provide scratch paper to all test takers so that there will be no question as to which test takers should have scratch paper to be collected at the end of the test session. Scratch paper must be colored, but it must be a sufficiently light color that candidates can read their notes. Only one color of scratch paper should be used on a test day. Different colors should be used on subsequent test days. The maximum number of pages that can be given to a candidate at one time is 3. Provide each test taker with exactly three sheets of scratch paper. If a test taker asks for more scratch paper, collect the three used sheets before giving the test taker any more sheets. Ensuring that each test taker has exactly three sheets of scratch paper at all times eliminates any question as to how many sheets each test taker should return at the end of the test session. The test center supervisor must destroy the scratch paper when the test administration is over. All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

Note: The only time scratch paper should be conserved is when it is evidence associated with an Irregularity Report. In that case, test center staff should retain the scratch paper in case it is required for a security investigation.

MATERIALS THE TEST TAKER MUST BRING WITH THEM

The following items need to be brought to the test center:

- Acceptable and valid ID (one primary or two secondary).
- Layered clothing that will allow the test taker to adapt to a range of room temperatures.
- Payment for the diploma fee (if applicable).
- Verification Form indicating Test readiness for assessment scheduled.
- Drop Slip (if applicable).

Note: While correctional test takers will not be able to bring ID or the Verification Form, it is the responsibility of the test administrator to ensure that identification has been confirmed. Registration information entered in the HiSET portal should be complete and accurate and verification of eligibility for testing should be confirmed. The Verification Form should be in the test taker's file. Payment of the diploma fee and the drop slip are not applicable to correctional test takers.

TEST TAKER REPORTING AND CHECK IN AREA

To ensure that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in. If you are using a central reporting site for test-taker check-in, please make certain that there is enough space for the test takers to line up. If more than one check-in table is used, each staff member checking in test takers should have a copy of the Attendance Roster. Each Supervisor is responsible for checking test-takers' admission documents and identification at the testing room, even if check in is handled at a central reporting site.

RUN A READINESS CHECK AND PRELOAD THE CACHE PROXY

The testing system provides the ability to perform a computer-delivered Readiness Check prior to an upcoming administration. The purposes of a Readiness Check are:

- To preload the cache proxy computer with the files that will be required on test day
- To confirm the technical capability of all testing workstations
- To confirm the availability of materials and personnel for the upcoming administration

The Readiness Check will become available four days before each upcoming administration. If needed or desired, a Readiness Check can be run multiple times on the same day or on different days prior to the administration.

Centers whose test administrations are always four or fewer days apart do not need to run readiness checks because test day setup and delivery downloads files to the cache proxy for the next four days' administrations.

If you have multiple test administrations scheduled in the upcoming four-day period, you will see all the administrations listed under Future Administrations when you start your admin station, and you can select any one of them to run a Readiness Check. Running a single Readiness Check (for any one of the dates) will download the files to the cache proxy for all the next four days' administrations. Refer to Running a Readiness Check.

The cache proxy is the computer that will provide test content to the test delivery workstations. The files downloaded during the Readiness Check will remain on the cache proxy computer even when you turn it off, so your cache proxy will be ready to go on test day.

Preloading shortens your test day start-up time and reduces the risk of encountering delays when downloading files on test day. If a technical problem prevents you from connecting to ETS on test day and your center has been enabled to use "disconnected mode" as a recovery method, you will be able to switch to disconnected mode only if you have preloaded your cache proxy computer(s).

Review Test Day Roster

Log in to the HiSET Portal to verify the number of register test *takers* and view the test-taker roster prior to test day. On the day of the test, the roster will be displayed on the admin station. The roster will allow staff to check-in test takers and launch their tests at any time on their scheduled administration date, regardless of their scheduled starting times. This allows flexibility for the testing center to adjust the actual starting times to suit the needs of the test takers a*n*d staff. The scheduled starting time for each registration will not be displayed on the admin station roster. To view the scheduled starting times, please log in to the HiSET Portal. This information should be used when making final arrangements for testing staff and rooms.

The department recognizes the rights of individuals to privacy regarding information and the responsibility to safeguard such information. The identity of those who participate in a test administration is considered confidential. Rosters should not be used for any purpose that is not directly connected with the administration. If the roster is printed, it must be destroyed following the testing session.

SECURITY PROCEDURES BEFPORE THE TEST

All administration staff should be familiar with the security procedures covered in chapter 3. Below is the list associated with security before administering the test. Be sure to review this and follow all required steps.

SECURITY BEFORE THE TEST	YES	NO	COMMENTS
Passwords are secured and/or locked up and not posted in testing area, reception area or offices.			
Testing room is locked and secured when testing is not occurring. Access to the testing room key is limited to authorized staff. Laptop computers are secured with locks at all times or locked in secure storage when not in use.			
The Testing Administration Manual—HiSET is available for reference by the testing staff. The manual contains proprietary information and is kept in a secure location when not in use. Testing center staff understand and follow guidelines and practices in the TAM.			
Review the Attendance Roster in the HiSET Information and Registration Portal and plan seating arrangements.			
Remove the test materials needed for the testing occurrence from a secure locked storage area.			
Ensure that sufficient staffing is available for the entire duration of the testing occurrence.			

Chapter 6: Activities on Administration Day

CREATING A POSITIVE TESTING ENVIRONMENT

Creating a positive environment as part of the examination process is important to the success of the program. The following suggestions may help.

- Greet test takers courteously to ease their anxiety. Your cordial words and behavior (and those of your staff) will show test takers that they are welcomed and will make the testing experience less threatening.
- If there is an unexpected problem (such as locked doors, a last-minute test site change or extreme room temperatures), acknowledge it and let the test takers know that you are trying to correct the situation as quickly and effectively as possible. If you share information in an empathetic way, you can alleviate tension and help to create a positive testing environment.
- Inform test takers about the location of fire exits, restrooms and smoking areas, and give them information about breaks, smoking regulations and cell phone restrictions.
- Inform test takers that they will not be able to use the restrooms during the test.
- Tolerate some nervous noise before the test starts. Most people under stress tend to relieve their tensions through talk and movement.
- Be patient, prompt, courteous and sensitive in responding to questions. Most questions are sincere and well meant. Try to respond to questions in the order in which test takers raise their hands. As long as test takers confine their queries to the testing procedures, do your best to answer.
- Treat all test takers equally. Knowing that test takers can be affected by the psychological atmosphere of the testing center, you will want to make certain that none of your procedures — or the manner in which instructions are given — make members of minority groups feel different from other test takers.
- Allow sufficient time for all test takers to enter the required preliminary information on their answer sheets. Some test takers may not be familiar with standardized tests and may require special attention.
- When test takers have finished, dismiss them in a friendly manner.

PROHIBITED ITEMS

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the testing center. You and your staff members should not accept the responsibility of holding or safeguarding test-takers' personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the examination (see "Dismissal for Misconduct"). While taking a test, test takers should have nothing on their desks except their test books, calculators provided at the test center, pencils, erasers and photo identification. The use of any of the following items in the testing center is strictly prohibited.

- Cell phones, smartphones (e.g., BlackBerry®, i-Phone®), PDAs and other electronic, recording, listening, scanning and photographic devices
- Calculators that have been brought in by the test taker
- Books, pamphlets or notes
- Highlighter pens
- Mechanical pencils or pens
- Mechanical erasers
- Stereos or radios with headphones
- Watch alarms (ensure that the test taker deactivate any alarm -if in doubt have the student store the device)
- Watch calculators
- Rulers
- Dictionaries (including electronic)
- Translators
- Papers of any kind
- Head coverings and headgear—are only allowable if worn for religious purposes which typically includes turban, hats, scarves and yarmulkes.

If the test taker refuses to store these items or return them to their car, contact ETS to see if the test taker is allowed to continue his or her test. This constitutes test taker misconduct and must be reported on the Supervisor's Irregularity Report as a breach in the test security.

MISCONDUCT

All of the following behaviors by test takers are considered to be misconduct:

- Attempting to take the test for someone else or having someone else take the test for the test taker.
- Failing to provide acceptable identification.
- Obtaining improper access to the test, a part of the test or information about the test.
- Having any prohibited device in their possession in the test center (cell phones, smartphones [e.g., BlackBerry® or i-Phone® devices], PDAs and other electronic, recording, listening and photographic devices).
- Using any aids in connection with the test, such as: mechanical pencils, mechanical erasers, pens, pagers, beepers, books, pamphlets, notes, unauthorized scratch paper, highlighter pens, stereos or radios with headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, dictionaries, translators, compasses, protractors and any handheld electronic, recording, listening or photographic devices.
- Creating a disturbance. Disruptive behavior in any form will not be tolerated; the Chief Examiner and/or Supervisor has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content during the test administration, during breaks, or after the test is prohibited.
- Removing or attempting to remove test content from the test center, reproducing and/or disclosing test content by any means (hard copy, verbally, electronically), to any person or entity.
- Tampering with a computer during a computer-based test administration.
- Bringing a weapon or firearm into the test center.
- Bringing food or drink into the testing room.
- Leaving the test center vicinity during the test session.
- Leaving the testing room without permission. Test takers are not permitted to go outside the test center unless its an emergency and as part of an emergency plan enacted by the administration staff. (Emergency Plan)

SCORE CANCELLATION POLICY

The department and ETS is obligated to report scores that accurately reflect the performance of the test taker. For this reason, the department maintains test administration and test security standards designed to ensure that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct. The department and ETS reserves the right to cancel any test score if the test taker engages in improper conduct. The department and ETS also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.

COMPLAINTS

Test takers are encouraged to write to ETS within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When ETS receives a letter of complaint, we may send a copy of the letter, with the identity of the writer deleted, to the Chief Examiner of the test center involved. For complaints that could have been avoided, the Chief Examiner is expected to take steps to correct or avoid the situation at future administrations.

You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined in this Manual. Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mistimings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible. Any change in test site made in advance of the test date must be reported to ETS immediately. Any change in test site made on the day of the test is to be reported on the Supervisor's Irregularity Report, and a sign should be posted directing test takers to the new location. In other situations, wherever practical, ask people outside the testing room to leave the area or to talk more quietly.

HANDLING OF COMPLAINTS AT THE TEST CENTER

If a test taker complains about any aspect of the administration, use the following procedures:

- Instruct the test taker to write to ETS within three days of the test date.

    ETS-HISET® Test Administration Services
    Mail Stop 34-Q
    Princeton, NJ 08541-6000
    Fax: 1-609-771-7710
    Email: HiSET@ETS.org

- Report the complaint on the Center Report Form or the Supervisor's Irregularity Report (even if you were able to alleviate the problem). This report is for test center staff use only.

ADMISSION PROCEDURES

Staff alertness and careful checking of the test-takers' identification documents should help to prevent an individual from succeeding with an attempt to test for someone else. The Chief Examiner and the staff at the testing center must ask for id, verification form and if applicable because of age requirements a waiver form from every test taker. When documentation is being presented staff must carefully examine prior to admitting the testing candidate. If a testing candidate cannot meet the specified requirements or has questions about ID, they must contact the ETS Office of Testing Integrity. For assistance on the actual test administration day, call Test Administration Services. Questions about the verification form should be directed to the adult education and literacy program in which the candidate was referred.

ID DOCUMENT REQUIREMENTS

With few exceptions, ID documents must meet all of the following requirements. Each ID document must:
- be an original document; photocopied documents are not acceptable.
- bear the test taker's full name that matches the test registration
- be valid and current.
- include a photo.
- include a signature.

    PRIMARY ID DOCUMENTS

    The following ID documents are acceptable for admission to a test center in Iowa. One primary ID is required such as:
    - Passport
    - State-issued driver's license or temporary license
    - State ID card (including those issued by the motor vehicle agencies)
    - National ID card
    - Military ID card

    SUPPLEMENTAL ID DOCUMENTS

    If a test taker is unable to produce a primary ID then two or more supplemental ID documents may be used to meet the requirements. In addition, a test taker should provide a supplemental ID if the test administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test-taker's full name, photograph or signature.
    Note: The last name on a test-taker's ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.

    The following ID documents are generally acceptable as supplemental ID:
    - Student ID card.
    - Birth Certificate
    - Social Security card
    - Social Insurance card
    - Taxpayer ID card
    - Deferred Action (DREAM Act individuals only) Card

Unacceptable ID Documents

The following documents are not acceptable as primary or supplemental ID under any circumstances:
- Any document that is photocopied
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document

Driver's License Renewal

If a test-taker's driver's license has expired but he or she presents it along with his or her original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If the test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If the test taker is in the U.S. military, and the expiration of his or her driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test-taker's U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

Questions about ID Documents

For general questions about acceptable ID, call HiSET® Services at 1-866-473-4373, or check the HiSET website for state eligibility requirements at: www.hiset.org. If you have concerns when admitting a test taker in this situation, enter the information on the Supervisor's Irregularity Report or Center Report describing the form(s) of ID presented. For specific questions about acceptable ID, email the department at HSEDHelp@iowa.gov with ID Document in the subject line.

Procedures for Unacceptable ID or No ID

Do not admit test takers who fail to produce acceptable identification.

Individuals who persist and who may unnecessarily delay the beginning of the testing may, at the Supervisor's discretion, be admitted to the testing room. If you must admit someone without acceptable and valid identification who threatens physical harm or disruption of the test administration, you must advise the individual that a report will be written and sent to ETS which will describe the particular situation involved. On the Supervisor's Irregularity Report, check the box for ID, write the test-taker's name and appointment confirmation number, and indicate in detail the circumstances leading to your decision to admit. ETS will not score the answers on the answer sheet, and the individual will not be eligible for a refund or test date.

Verification Form

New to Iowa is the Verification Form, or Admission to Test (ATT-1). This verifies that the student has registered with an adult education and literacy program, and based on their CASAS scores has either been enrolled in a class or has gone straight to Official Practice Testing (OPT). On test day, before admitting a test taker, the verification form needs to have been completed and reviewed by the test administration staff. These are the key elements that must be indicated on the form:

- The identification on the verification form must match the primary or secondary id used for admittance.

- The OPT scores must be passing scores
(HiSET Form 2—13 Math; 17 Reading; 20 Writing + Essay; 13 Science; 12 Social Studies) for 2015.

- The passing OPT must match the test that the candidate is registered to have administered on that day.

- The passing OPT score must not be more than 90 days old

If there are any questions about the validity of the information on the form contact the referring adult education and literacy program coordinator. Test administrators should be aware that Mathematics and Writing are not allowed to be taken as the final test. Ensure the testing candidate knows this and schedules their testing accordingly.

If for any reason, the Verification Form is not provided by the testing candidate or if a key element is missing the testing candidate will not be admitted for testing. The testing center staff is responsible for logging in to the portal and indicating that the testing candidate was unable to test. If the testing candidate is accepted and there are concerns enter the information on the Supervisor's Irregularity Report (SIR) check the box for ID, write the test-taker's name and appointment confirmation number, and indicate in detail the circumstances leading to your decision to admit..

TESTING FEE

On the Verification Form (ATT-1) there is a section to indicate the collection of a fee. All testing fees are handled through the online registration portal by ETS. For those that are unable to pay online or are having a third party fund the testing, a voucher method is available. Beginning November 10, 2014, official copies of the Diplomas and Transcripts MUST be obtained from Diploma Sender. The new ordering service makes getting a copy of your documents as easy as…
1)   Visit Diploma Sender online, www.diplomasender.com;
2)   Complete the online order form using a credit, debit, cashier's check or money order for the $10 payment; and
3)   Check the appropriate delivery method for receipt of your document, email, FedEX, or regular mail.

RETESTING POLICY

The testing center staff should advise a testing candidate that is not successful the retesting policy. According to Iowa Administrative Code adopted and filed on May 23, 2013 a testing candidate may request to retest:

> 281—32.5(259A) Retest. Any applicant not achieving the minimum standard test scores as defined in rule 281—32.3 (259A), upon payment to cover only the testing costs, shall be permitted to make application for retest and scoring of the retest, provided that one of the following conditions is met:

> 32.5(1) A period of three months (90 Days) from the date of original testing has elapsed.

> 32.5(2) Applicant shall complete instruction in an adult education program, in the area or areas to be retested. This instruction shall be certified by an official of the adult education program to the test administrator (state or local) authorized to release the retest earlier than three months.

This information can be tracked on the verification form where hours of instruction and approval from an official of the adult education program can be indicated. If this information is missing and it has been less than three months the testing candidate should not be admitted for retesting.

The exception to this policy is if the test taker passed the minimum requirement for being awarded a high school equivalency diploma but requires a higher score for college admission. At this time, to qualify for automatic admission to any of the three Regent universities, students must earn a minimum sum score of 15 on each of the five subtests and a minimum total score of 75. Students who do not meet this minimum requirement may be considered by the universities on an individual basis and the admission decision will be specific to each university (i.e., a student in this category who is offered admission to one of the Regent universities would not be guaranteed admission to the other Regent universities).

AGE VERIFICATION

According to Iowa Administrative Code adopted and filed on May 23, 2013 a testing candidate must verify their age. This can be done with the primary and secondary documents used for admittance to testing. If the candidate is 16 years of age admittance is denied unless meeting the following restricted conditions: a resident of an Iowa juvenile institution; or under the supervision of a probation office. If the testing candidate is 17 or 18 years of age additional forms are required to be presented prior to testing: written permission from parent or legal guardian; and written verification from a representative of the school district last attended of drop date. The Chief Examiner should contact ETS to affirm the over-ride for a tester under the age of 18 at 800-257-5123. A sample of an Age Waiver Form, Admission to Test (ATT-2) is included in the appendix.

> 281—32.8(259A) Admission to testing. No one under 16 years of age is allowed to test. Testing of 16-year-olds is restricted to these conditions: (a) resident of an Iowa juvenile institution; or (b) under the supervision of a probation office. To take the high school equivalency test, anyone 17 years of age or older who is not enrolled in a secondary school or who is not a high school graduate may be admitted to testing. The only requirements for admission for testing are proof of age and, for an applicant 17 or 18 years of age, consent of the applicant's parent or guardian and verification of nonenrolled status. The applicant cannot receive a diploma until the applicant has reached 18 years of age and the applicant's class from ninth grade has graduated.

Step	Chief Examiner or Supervisor's Action
1	Count out the appropriate quantity of test books for each scheduled test taker.
2	If applicable, record the quantities and the quantities of calculators given to each associate on the Seating Charts.
3	Distribute the form, test books (and calculators if applicable) to the Supervisor or proctor.
4	If you have extra materials that are not distributed to Supervisors, place those materials back in a carton, reseal the carton and return it to secure storage.

Step	Supervisor's Action
1	Place the test books where test takers will not have access to them as they enter the testing room. Never leave test books unattended while they are out of locked storage.

Computer Setup

Log in to Windows with a user account that has Administrator privileges. Ensure that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station, and testing stations):

- Date
- Time, including AM/PM setting
- Time zone
- Daylight Saving Time – Make sure that the "automatically adjust clock for Daylight Saving Time" check box is selected on the Time Zone Settings dialog box.

1. Start the cache proxy first:
   Note: The procedures for starting the cache proxy are the same whether you are starting it for a Round Trip demo exam or a regular administration.

   a. Internet Explorer: If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the IAS - Local IAS Server shortcut on the computer desktop.

   If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar: https://ibt1.ets.org/admin/stnlogin.jsp
   Note: Type the URL in lower case (as shown).

   b. Cache Proxy Login: Enter your personal Username, Password, and Site Code (test center code number).

STN Login for Cache Proxy Launch

STN Username: _____
STN Password: _____
Site Code: _____

[Login] [Reset]

To retrieve or reset your STN password, please open your IE browser to the STN Center URL.

Social Security Number

While the testing candidate is not required to provide a social security number (SSN) for HSED testing, this data element is used for data matching when reporting to the National Reporting System (NRS) for core measures. Iowa, as a data matching state must comply with the Code of Federal Regulations (CFR) Title 34, Part 99 – Family Educational Rights and Privacy. The regulations in 34 CFR §99.31, which were published on December 2, 2011, articulate the specific conditions under which information may be disclosed or shared.

The SSN of the individual testing candidate is used by the department only to search records and is not released to any other third party individual or agency. Accurate SSNs are critical to the success of the data matching process. Local programs are responsible for checking information on the HiSET Portal for missing or invalid SSNs. If a testing candidate fails to provide his/her SSN, local programs should follow up. Testing administration personnel should explain how this information is used and its importance in demonstrating program performance. This can be done by indicating to testing candidates:

- the purpose(s) for requesting a social security number;
- the fact that this data is kept confidential;
- the data when matched in the computer system is not tagged to a student's name, address, etc.; and,
- the need to have accurate data for outcome reporting to continued federal support for the program.

Test Day Preparation

On test day, before test takers arrive, test center staff will perform procedures for opening the test center and preparing the facilities and computers. No test takers should be checked in until the following preparations have been completed.

- Preparing Site: When possible (and as appropriate for the facility), provide signs to direct test takers to the check-in location. Your test center number appears on the test shipment notice below the test center address as the last five digits of the ID Number. Before the administration begins, post this number, as well as the test center name and location, at the front of each testing room.

    If a last-minute change in reporting site becomes necessary:

To ensure that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in. If you are using a central reporting site for test-taker check-in, please make certain that there is enough space for the test takers to line up. If more than one check-in table is used, each staff member checking in test takers should have a copy of the Attendance Roster. Each Supervisor is responsible for checking test-takers' admission documents and identification at the testing room, even if check in is handled at a central reporting site.

- Testing Room Setup: Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts). Also take into account the physical, environmental and comfort requirements described in Chapter 2.

- Material Preparation: Bring the following materials to the testing room:

    - Sign-In/Sign-Out Sheet
    - Scratch paper
    - Pencils
    - Calculator (if applicable)

Before distributing materials, the Supervisor must complete the following steps to account for test materials:

    - Distribute Attendance Roster: Give each staff member who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.
    - Confirm Form Availability: Review test forms assigned to each candidate and confirm that all forms are available for administration. If forms are not available, you must call Test Administration Services to get a different test form assignment for that candidate.

Use the following procedures to distribute to each of the supervisors on test day:

c. Create Admin Override (AO) Password: Create a password of your own choosing for today's admin**istra**tion.

- Retype the password for verification. Then click **OK**.
- AO password rules:
    - Must be between 3 and 16 characters long
    - Must begin with a letter
    - May contain letters, numbers, or any of the following characters: . ! @ ( ) { } [ ] - _ # $

The AO password created in this step will be required for the following acTIvities during the test administration. The staff member who creates the AO password should share it with the other staff members so that they can perform these functions:

- starting the admin station and testing workstations
- launching a test at a testing workstation
- unlocking the cache proxy screen

Note: If the AO password is forgotten, the particular staff member who created it will be able to retrieve it at the cache proxy and will be required to enter his or her login credeNTIALS TO DO SO.

d. **Cache proxy screen:** Wait while the test packages are downloaded to the cache proxy.

Cache Status: Ready will be di**s**played above the table when all downloading has been comple**t**ed. Go to the admin st**a**tion computer and fo**ll**ow the procedures in Step 2 to start the admin station.

Note: The Cache Status tab displays a table with the download status of each individual test package. The overall status of the cache proxy is displayed above the table. There will be a progress bar at the bottom of the table du**r**ing downloading.
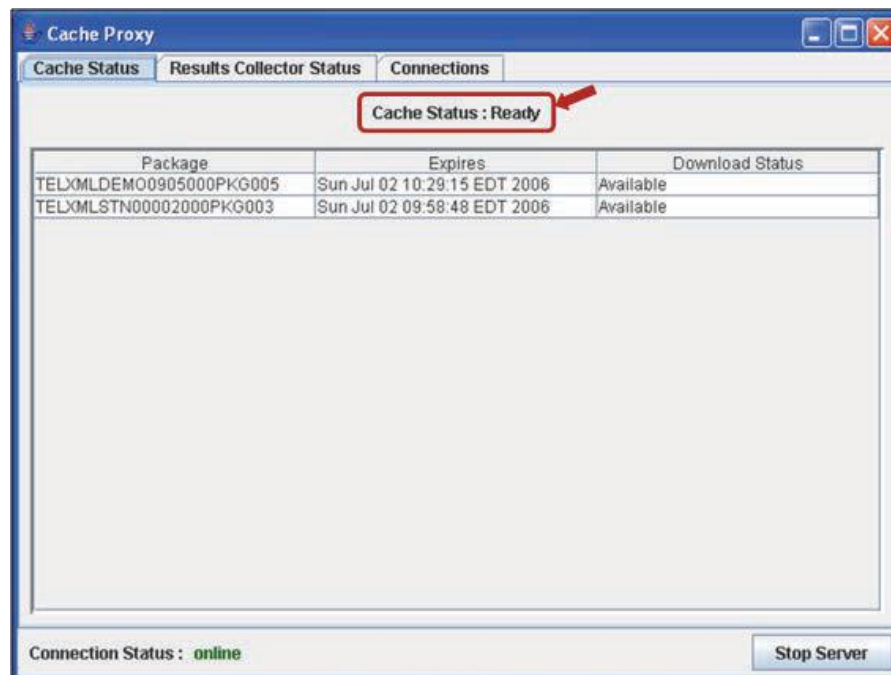
To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

If you have forgotten the AO password, click the Forgot AO Password button and enter your Username and Password. The AO password will be displayed. The particular TCA who created the AO password must perform this step.

Multiple cache proxies: The number of candidates that a cache proxy computer can handle depends on the com**put**er's technical specifications. You will not need more than one cache proxy computer unless you are testing more than 20 candidates at a time. Refer to http://clep.collegeboard.org/internet-based-testing for the latest system requirements and tips for configuring your system. To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

2. Start the admin station and create a password for the administration:

    a. Internet Explorer: If the IAS Admin Station desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled IAS Admin Station on the computer desktop.

    If the IAS Admin Station desktop shortcut is NOT installed on this computer, start the admin station by typing

    the following URL in the Internet Explorer address bar: https://ibt1.ets.org/admin/adm.jsp

---

iBT Admin Station Launch

Click the "Launch" button below to install and start the iBT Admin station software. You will see a Java Web Start dialog while the application is being downloaded. You may be prompted to create a desktop shortcut. Click "Yes" to this prompt.

Once the download is complete, the application will open, and you will see the iBT Launcher window.

For subsequent launches of the iBT Admin Station application, use the desktop shortcut labeled "iBT Admin Station."

[Launch]

    Then click Enter. Click the Launch button.

    b. Searching for a local server: Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.
    If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

    If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the Connect Using Selected Server button.

    c. Enter administrative override (AO) password: Enter the AO password that you created when starting the cache proxy.

    d. Select a Program Administration: Under Today's Administrations, locate the appropriate administration and click to highlight it.

    Click OK.
    Note: A test administration's link will not be active until the day of the administration. Then the link will remain active until Cleanup has been performed.

    Tip: If you receive an error message that "There are no program administrations for site code …," verify that the date, time (including AM/PM), time zone, and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station, and testing stations).

e. Start Test Setup: Click the Start Test Setup button.

f. Instructions: Click Next to continue.

g. Info (Summary of Checks): Click Next to continue.

h. Resource Availability: If a resource screen is provided, confirm whether the specified resource is available and click Next to continue.

i. Seating: Select Yes, and click Next.

j. Nonstandard Testing Accommodations: Under Confirm, select Yes. Then click Next.
   Note: If any candidates are registered to test with accommodations for a disability, the top panel on this screen will display a list of the candidates.

   The bottom panel will display a list of the accommodations required by these candidates and the number of candidates who require each accommodation.

   If no candidates are registered with accommodations, a message will state that fact, and both information panels will be blank.

k. Personnel: Ensure that ALL the test center staff who are present at this test administration are added to the Participating list.

   Click the individual's name in the Available list, and click the Add button to move it to the Participating list.

   To add a new individual, click the Add New Proctor button, and you will be prompted to add the individual's first name, last name, and telephone number.
   Note: This action only adds the individual for this particular administration. When all the personnel at today's administration are displayed in the Participating list, select Yes to confirm. Then click Next.

   Note: ETS may use this information if there is a need to get in touch with the test center personnel.

l. Workstation Check: This screen will display a list of the workstations that are ready to deliver a test. Initially, the list will be empty because you have not yet started any workstations.

m. Leave the admin station running. Go to each testing workstation, and follow the procedures in step 3 to start the workstations.

3. Start the testing workstations and run the verification tool tests:

a. Internet Explorer: If the IAS Workstation desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut. If the IAS Workstation desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar: https://ibt1.ets.org/admin/wks.jsp Then click Enter. Click the Launch button.

b. Searching for a local server: Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.

   If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

   If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the Connect Using Selected Server button.

c. Enter administrative override (AO) password: Enter the AO password that you created when starting the cache proxy.

d. Select a Program Administration: Select the same administration that you selected at the admin station, and click to highlight it.

   Then click OK.

e. Workstation screen (Displays the Verification Tool Test Results): Click the Execute All button. Follow the on-screen instructions to run each of the verification tests.

After all tests have been passed, click the Finish button.

The following message will appear on the screen: This workstation is ready to deliver a test.

Two buttons will be displayed on the workstation screen:

- Launch Demo Test – Click this button only if you need to run a demo test to verify this workstation's ability to deliver a test.

- Close – Click this button only if you want to close the application. Tests are launched from the admin station.

f. Perform steps a–d at the other testing workstations.

4. Return to the admin station:

a. Seats tab: On the Seats tab, each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy.

b. Your test center is now ready to check in a test taker.

Situations That Require Technical Support

If you experience either of the following situations, please call HiSET Technical Support immediately at 1-855-857-3540 before continuing with your test setup.

- Other admins appear under Today's Administrations in addition to the "M" or the "T" admin (for example, if admins ending in A through G appear in Today's Administrations).

Note: At centers with the candidate self-serve registration method, it is normal for admins ending in A through G to appear under Future Administrations, but they should not appear under Today's Administrations.

- No "M" or "T" admin is listed under Today's Administrations on a date when the HiSET Portal indicates that test taker registrations exist.

ETS Technical Support is available 8 a.m. – 8 p.m. Eastern Time, Monday–Friday. After office hours and on weekends, test centers experiencing a test day technical problem that impacts their ability to test a candidate can contact Technical Support at the same number listed above. The test center staff must leave a message with their name and phone number. A technical support person will call them back shortly.

Checking-in Test Takers

- **Have the test taker store personal items:** Inform arriving test takers that cell phones and other prohibited items cannot be taken into the testing room. Direct test takers to the lockers or other safe place that your center provides for storage.

- **Have the test taker sign in:** The Sign-In/Sign-Out sheet should be used by test takers to sign in as they arrive for their appointments. Be sure to compare the signatures on the test-takers' IDs to the signatures they provide on the sheet. See Appendix C for a Sign-In/Sign-Out sheet that can be photocopied for use at each test administration.

- **Select the test taker from the roster:** At the admin station, click Home from the menu column on the left-hand side of the screen and click the Roster tab. Then click Check-in.

- **Check the test-taker's identification and eligibility:** Ask for ID from every test taker. Each test taker must present one form of primary ID or two secondary that meets the following requirements:

    - The test-taker's name and date of birth as given when the appointment was made. If the name or date of birth does not match, see Handling Irregularities. There are some limited errors which can be accepted and corrected. Please review Test Taker Record Edits for details;

    - A recent, recognizable photograph of the test taker. Check that the photo looks like the person presenting it; and

    - The test taker's signature matches those on the Sign In sheet.

Test Taker Record Edits

There are some limited errors which can be corrected if the name of the test taker or date of birth does not match the presented ID.

- Name Corrections: You should accept the following allowable minor differences between the name under which the test taker is registered and the name on the test-taker's photo ID:
  - Change from an informal name to a formal name (e.g., Bob to Robert)
  - Reversal of names (e.g., Smith John to John Smith)
  - Correction of spelling errors, such as transposed letters, letters incorrectly omitted or added, wrong letter used (e.g., Mohammed to Mohamed)

File a report to make the name correction.

- Birth Date Corrections: You should accept the following allowable minor differences between the DOB under which the test taker is registered and the DOB on the test-taker's photo ID:
  - Reversal of dates (e.g., 05/12/1968 and 12/05/1968)
  - Correction of transposed numbers, numbers incorrectly omitted or added (e.g., 6/28/1968 to 16/28/1968)

File a report to make the birth date correction.

Guidelines for Assigning Seats

When you assign seats to test takers as they enter the testing room, please observe the following general rules:

- Under no circumstances are test takers to select their own seats. To prevent any prearranged cheating plans that may have been made by test takers, assign test takers to seats at random as they enter the testing room. This procedure should separate friends or associates and prevent them from communicating for any purpose during the administration. For computer based testing, the admin station will display the name of the testing station assigned to the test taker. The system assigns workstations randomly. A test center staff member should escort the test taker to the assigned workstation.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. If you use this procedure, make certain that test takers with the same last name are not seated near each other.
- Regular seating patterns that could be anticipated or circumvented by the test takers (such as being instructed to sit on alternate sides of the room as they are admitted) are not acceptable.
- Test administration staff must have unimpeded access to every test taker and must be able to monitor all test takers from any location in the testing room.

Test takers should not have access to test materials as they enter the testing room. Follow the directions in this manual for distributing the test books, answer sheets, scratch paper and calculators (as applicable). The testing material is to be handed to each test taker, one at a time.

For paper based testing, be sure to distribute the correct answer sheet to each test taker, based on the test he/she is registered for. There are 3 different answer sheets for HiSET–one for Mathematics, one for Language Arts–Writing, and one that can be used for any one of the other three subjects: Science, Social Studies, or Language Arts–Reading.

As part of the process for ensuring testing security a seating chart for each testing room must be done. For computer based testing, this is done as each testing candidate is signed into the testing station. A seating chart for paper based testing should show the general floor plan, the location of each test taker in the room, and each test ID. A seating chart form is provided in the appendix. The form can be photocopied for additional testing rooms. Return the completed seating charts to ETS in the envelope provided with the answer sheets.

SECURITY PROCEDURES FOR ADMISSION

All administration staff should be familiar with the security procedures covered in chapter 3. Review the list associated with security on the day and during the admission process.

Starting a Test Session

SECURITY ON THE DAY AND ADMISSION	YES	NO	COMMENTS
Meet with staff to review procedures for checking ID, Verification Form, and payment of the diploma fee. Check identification of each test taker carefully. Deny admission to anyone who does not meet the admission requirements.			
Complete check in of the test taker in the HiSET Portal and indicate whether the test taker has been "signed in," is a No Show," or "Could Not Test" (for various reasons).			
Assign each test taker to a room and/or seat.			
A safe area is provided in which testing candidates can store their personal belongings including purses, books, backpacks and electronic devices such as cellphones, Bluetooth® enabled headsets/earbuds, iPods, and calculators. These items should never be allowed in the testing room. Visually inspect students for attached electronic devices.			

For computer based testing once seated the testing candidate will see the **Candidate Information** screen. The test taker is informed of the following:

- The test taker's ID should be kept face-up on the workstation desktop.
- The test taker should review and verify the information on the screen.
- The test will start when he/she clicks **Continue**.

For paper based testing follow the script as outlined in chapter 7.

Editions in a Language Other than English

Spanish-language editions of the HSED assessment is available for paper based and computer based testing. With very few exceptions there are no differences and the instructions for administration is the same. If the Chief Examiner or Supervisor does not speak the language, it is suggested that a Proctor who is fluent in speaking Spanish be present to assist with directions, questions, and any special instructions. The scores for the Spanish edition can be combined with the English assessments as needed by the test taker.

Timing the Test

The accurate timing of a test is of critical importance. Errors in timing often necessitate a makeup test administration, which causes inconvenience for test takers and generates additional expense. Specific timing instructions in this manual must be followed precisely. Any timing irregularity and the resultant action taken (if any), whether for an individual or a group, must be explained on the Supervisor's Irregularity Report. The timing instructions in this manual are based on arbitrary and controlled starting times. Regardless of the actual time, test administrators must reset their watches to conform to the instructions given in this manual.

Accounting for Materials During the Administration

The cost of a lost or stolen test book goes far beyond the thousands of dollars required to develop and produce a new edition of a test. Such a loss has an impact on the integrity of the test, the validity of the test scores, and the confidentiality of test materials. The security and confidentiality of all test materials is a primary responsibility of each Test Center Supervisor from the moment of receipt until the materials are returned. It is imperative that you immediately report any discrepancies in test book accounting (identified after test book receipts have been verified) to the ETS Office of Testing Integrity, and document these discrepancies on the Supervisor's Irregularity Re**port.**

As noted earlier, appropriate test book accounting involves specific checkpoints during the time the test books are in your possession. These checks are necessary to prevent test book security problems and, if necessary, to pinpoint if and when a breach of security may have occurred. Test books must never be left unattended, and they must never be within easy ac**cess of the test takers before they are distributed or after they are co**llected. Review the test book accounting procedures with every member of your testing staff and make certain that everyone understands what is required and how to implement the procedures.2

Monitoring the Testing Room and Handling Irregularities

At least one test center staff member must be in the testing room at all times while testing is in progress. Walk through the testing room at frequent intervals, observe test-taker behavior, watch for any unauthorized materials, and watch for test takers who ar raising their hands for assistance. Keep conversations in the testing room to an absolute minimum. If a test taker requests more scratch paper during the examination, collect the used packet before providing a new one.

Do not move a test taker to a different workstation once the test has started, unless technical problems prevent him or her from completing the test at the original workstation.

SECURITY PROCEDURES DURING THE TEST

All administration staff should be familiar with the security procedures covered in chapter 3. Below is the list associated with security during the test. Be sure to review this and follow all required steps.

SECURITY DURING THE TEST	YES	NO	COMMENTS
Hand a test book and answer sheet (and calculator if applicable) directly to each test taker. Place unused test materials not accessible to the test takers at any time. Count test takers and unused test books; the sum must equal the number of test books counted out.			
Have students sign in and create a seating chart for each room used.			
Exam administrations are monitored at all times by a test center administrator or proctor. Never leave the room unattended. Ensure that staff are vigilant and do not access personal cell phones or text messages during the administration.			
A test center staff member can access the room within 10 seconds of an issue. Testing staff walk through the testing room at 10-minute intervals.			
Begin the test according to the instructions in this Manual. Keep careful track of the timing for the test.			
Change the seats of test takers you suspect are cheating. Report the occurrence on the Supervisor's Irregularity Report.			
Inform test takers that cell phones cannot be used during the test. Cell phones, smartphones (BlackBerry®, or iPhone® devices), PDAs and other electronic , recording, listening, scanning or photographic devices are not allowed in the testing center. Report such incidents on the Supervisor's Ir-			
Notify the department and ETS if a breach of security occurs, no matter how minor, or if there is an emergency.			

ALERTS FOR COMPUTER BASED TESTING

Alerts regarding changes in status and any system errors will be sent to the admin station. To view the alerts, click Alerts from the menu on the left-hand side of the admin station screen. A drop-down list at the top of the screen allows you to filter the alerts by status. To accept an alert, click the row to highlight it, and click the Accept Alerts button. Then click Home from the menu on the left-hand side to return to the roster.

TESTING INTERRUPTIONS

If a test taker must leave the testing room during the actual testing time for an emergency or for an unscheduled break security of the testing material is the responsibility of the testing administration staff. Chapter 11 details the requirements for developing an emergency plan. The customized plan must be followed for collecting the testing material and if possible restarting the test. For computer based testing, the testing staff can stop the exam by using a combination of keys: Press the CTRL+SHIFT+? keys simultaneously on your keyboard. Enter the AO password at the prompt.

You will be presented with three options:

- Display Examinee Information
- Initiate an Unscheduled Break
- **Stop the Current Testing Session** – Select this option and click **OK. A message will ask** *Are you sure you want to stop the test?* **Select** Yes.

If the interruption is the result of an unscheduled break, the test taker must receive permission to do so from a member of the testing staff. The test taker will forfeit that testing time, and all security policies remain in effect. Test takers cannot have personal items, such as cell phones, during the break, and they must be checked back in to the testing session when they return. Use the following procedures if you approve a test taker to leave the room in the event of an emergency:

Step	Chief Examiner or Supervisor's Action
1	Collect the testing material and ID documents as the test taker leaves the room.
2	When the test taker returns, check the identification, and hand back the testing material and ID.

Restarting an Interrupted Test Session

If a test-taker's test session is interrupted, for an emergency or unexpected break, it is possible to restart the test. All security policies remain in effect. For emergencies, if testing is able to resume subtract the amount of testing time that elapsed from the total testing time to determine the amount of remaining **testing time. Inform the test takers how** much time remains. If this was an unexpected break _th_e test taker forfeits that time.

For paper based testing, the test takers should not have access to test materials as they reenter the testing room. Follow the directions in this manual for distributing the test books, answer sheets, scratch paper and calculators (as applicable) again. Ensure that the testing material is handed individually to the test taker..

For computer based testing, the test will resume from the point at which it was interrupted. If the cache proxy and the admin station have shut down (as in the case of a general power failure), you will need to restart them before restarting the testing workstations. From the Roster tab of the Home screen at the admin station, click the row with the correct candidate whose status indicates that a restart is available. Select a workstation, either the current workstation (if it is functional) or another available workstation. Enter an explanation of why you need to restart the test.
Note: If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another because test results reside on the cache proxy where the test started. Contact HiSET Technical Support for assistance.

Unauthorized Visitors

Visitors must not be admitted to the testing room. The only exception would be secure facilities when it would be appropriate to have a guard, correctional officer, or other staff present to ensure orderly conduct. Ensure that no unauthorized contact with testing material occurs.

Handling Requests from the News Media

Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete. Test takers or staff members may be interviewed (with their consent, of course) after the administration of the test and away from the test site.

Please inform the ETS Marketing and Public Affairs Division's Media Relations Office of any request from the media for information about or coverage of a testing program by calling ETS at 1-609-233-0090. A media relations specialist will contact the inquirer to explain ETS policy and make recommendations for sharing information. This approach will ensure that complete and accurate information is provided and that responses to specific requests or questions can be made in the context of the testing program and related ETS activities.

Chapter 7: Administering Paper-Based HSED

The administration of paper-based exams in Iowa is on a limited basis. Each testing center is encouraged to order paper-based exams for emergency and if needed for accommodations. Since paper-based delivery is limited, a center master form (CMF) is not posted for test takers to register online for testing. If a testing center needs to use paper-based testing for a temporary delivery method due to computer access, prior permission from the department must be granted. Contact the State Administrator's office for permission.

Permission to administer paper-based exams as an accommodation request is granted by ETS Disability Services. Administering paper-based exams on a case by case basis for students that have been unsuccessful with computer based testing is approved by the local Chief Examiner.

The scripts for administering the paper-based exam are provided below. The boxed areas indicate content that should be read aloud to test takers, pausing where four dots appear to allow time for the procedure to be carried out. When everyone has been admitted and seated and you are ready to begin, say:

Introductory Script for all HiSET Tests

Good morning, and welcome to the HiSET administration.

Testing will begin in a few minutes. I am required to read these instructions exactly as written, and I cannot deviate from them. Please pay close attention to the instructions as I read them.

ETS is obligated to report scores that accurately reflect your performance. For this reason, ETS maintains test administration and test security standards. Misconduct on your part will result in your dismissal from the test, forfeiture of your test fees and the cancellation of your scores by ETS. Examples of misconduct are: possession of or use of a telephone, cell phone, smartphone (e.g., BlackBerry® or iPhone® devices), PDA or other electronic, listening, recording or photographic device, giving or receiving assistance of any kind, leaving the test center during the test administration, disturbing other test takers or behaving in appropriately, communicating about the test with any person other than the test center supervisor and/or staff, removing a page or any part of a page from the test book, attempting to take the test for someone else, and using any unauthorized aids such as books, papers, pamphlets, personal calculators, dictionaries or highlighter pens. No eating or drinking is permitted during the test administration. There are no breaks during the test and leaving the testing room without permission is not allowed. If you need the restroom, now is the time to go.

All of your belongings should be put away, except for your identification and your pencils and eraser.

The official time will be kept according to my watch. You may use only a No. 2 or HB pencil to mark your answers on the answer sheet. Do not write in the test book or make any stray marks on it. You will be writing only on your answer sheet or on scratch paper if you need it. If you are in need of scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please raise your hand and a proctor will give you one. . . . [If any test takers do not have pencils, give them pencils from your supply.]

Fill in the circles on your answer sheet completely, and do not make any stray marks when marking your answers. If you erase, do so carefully and thoroughly. You will not be allowed to clean up your answer sheet after time has been called.

<u>T</u>hen say:

> When the time is called for a section, you must <u>stop marking that section of your answer sheet and put your pencil down.</u>

Count and record the number of test takers for each subject test and take from your supply only that number of test books. To facilitate counting test materials, follow a prearranged plan of distribution and collection. Each test taker should be handed a test book individually. Make certain no one opens a test book until you give the signal to do so. Check that the number of test books distributed plus the number of unused books equals the number of books you originally counted. This is critical; any discrepancy must be resolved. (See "Accounting for Materials During the Administration").

Take from your supply the correct number of answer sheets for the test being administered. Confirm that each test taker receives the appropriate answer sheet for the test he/she has registered for (Science, Social Studies, or Read**ing).**

While you are carrying out these activities, you and/or the proctors should check to be certain the test books r*e***main closed.

Finally, if scratch paper is to be provided, distribute scratch paper to the test taker.

Then say:

> Now take out your answer sheet and turn your test book over. Please check to see that it is the cor-rect answer sheet for the test you are taking. Then fill in the information on the front. For box #6, you can find your test book serial number on the top right corner of your test booklet. For box #7, you can find your test code on the back cover of your test booklet. Do not open your test book. . . .
>
> Now complete page 2. Be sure to select the test you are taking, fill in the test form number (which can be found on the back cover of your test booklet), complete the certification statement in the bottom left-hand corner of your answer sheet and sign your full name. . . . If you have any questions, raise your hand. . .
>
> When the time is called for a section, you must stop marking that section of your answer sheet and put your pencil down.

When you are sure everyone has completed the identifying information on the answer sheet, say:

> Please put away your registration confirmation.
>
> **If, at any time during the test, you believe you have a defective test book, raise your hand.**
>
> Do you have any questions now? . . . . Open your test booklet and read the instructions.

SCRIPT FOR ADMINISTERING THE HISET® MATH TEST

Answer any questions. Check time, and say:

> You are taking the HiSET Mathematics test. The test book contains a total of 50 multiple-choice

Set your watch to almost the nearest half hours; (e.g., 1:29). When it reads exactly the half hour, (e.g.1:30), say:

> Open to the first page. Read the directions and begin your work.

You and/or the proctor should walk around during the test, watching test takers carefully to see that all are working on the correct section.

<div align="center">

AT 85 MINUTES

</div>

> **There are five minutes remaining for the Mathematics test.**

<div align="center">

AT 90 MINUTES

</div>

> Please stop work on Mathematics and put your pencil down.
>
> Close your test book and keep it closed on your desk.
>
> In approximately two days, ETS will post a score report for you under your profile on the HiSET® portal.

Then say:

> Check your answer sheet to see that you have printed and signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your co-operation for a short time until all materials have been collected and counted.
>
> Remain in your seats. The calculator that you were given for use during the test will be cleared and

- Collect a test book and answer sheet from each test-taker. Look at the test-takers identification to verify the test-taker's identity.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.
- Clear the memory on each test taker's calculator by pressing the "Memory" button once and then the "On" button once. Check each calculator to ensure that no test content is being removed or concealed.

The test taker may   not leave the testing room until you are sure that you have collect-ed his/her test book and answer sheet. After everything has been collected and checked say:

> The test administration is now over. Gather your belongings and exit the building quietly, as students

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Supervisor's Report and return it with the answer sheets. Turn to page 39 for activities after the test. Note any irregularities on the Supervisor's Irregularity Report.

- Log onto the HiSET® portal and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.

- Check each used test book to make sure it is clean and reusable– that no answers, stray marks, tears, smudges, etc., are visible. If a Test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned AT THE END OF THE year.

Script for Administering the Science, Social STUDIES AND READing HiSET® Tests

Answer any questions. Check the time and say:

> You are taking the (science/social studies/reading) test. The test book contains a total of _____ multiple-choice questions. You will have _____ minutes for this test. Wait for my signal to begin work.

SET YOUR WATCH TO ALMOST the nearest half hour, (e.g. 1:29). When it reads exactly the half hour, (e.g., 1:30) say:

> **Open the first page. Read the directions and begin your work.**

You and/or the proctors should walk around during the test, watching test takers carefully to see that all are working on the correct section.   At 85 minutes:

> **There are five minutes remaining for the (science/social studies/reading) test.**

At 90 Minutes

> **Please stop work on the (science/social studies/reading) test and put your pencil down. Close your test book and keep it closed on your desk.**
>
> **In approximately two days, ETS will post a score report for you under your profile on the HiSET® portal.**

Then say:

> **Check your answer sheet to see that you have printed and signed your full name in the Box provided.**
> **Now take out your identification and have it ready for inspection when your test booklet is collected.**
> **Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.**
>
> **Remain in your seats.**

- Collect a test book and **answer** sheet from each test-taker. Look at the test-taker's identification to verify the test-taker's identity.

- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.

> **The test administration is now over. Gather your belongings and exit the building quietly,**
> **As students in the other rooms may still be testing. Thank you for your cooperation.**

- Check the testing room to make sure that nothing has been left behind. Fill out the section of the Supervisor's Report and return it with the answer sheets. Note any irregularities on the [Supervisor's Irregularity Report.](#)
- Log onto the HiSET® portal and indicate for each appointment whether the test taker checked in, was a "NO Show" or was not able to test or complete the testing session for some reason.
- Check each used test book to make sure it is clean and reusable-that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned at the end of the year.

INSTRUCTIONS FOR ADMINSTERING THE HISET® WRITING TEST

Answer any questions. Check the time, and say:

> **You are taking the Writing Test. The test book contains a total of two sections. Part 1 and Part 2. We will begin with Part 1. Part 1 consists of 50 Multiple Choice Questions. You will have 75 minutes. Wait for my signal to begin work.**

Set your watch to almost the nearest half hour, (e.g., 1:29). When it reads exactly the half hour, (e.g., 1:30), say:

> **Turn to the first page. Read the directions and begin your work.**

You and/or the proctors should walk around during the test, watching test takers carefully to see that all are working on the correct section.

AT 70 MINUTES

> **There are five minutes remaining for Part 1 of the Writing test.**
>
> **Please stop work on Part 1 of the Writing Test and put your pencil down.**
> **You are now taking Part 2 of the Writing Test. The test contains a total of 1 essay question.**
> **You will have 45 minutes for this portion of the test. Wait for signal to begin work.**

Set your watch to almost the nearest half hour, (e.g., 1:29). When it reads exactly the half hour, (e.g., 1:30), say:

> **Turn to the essay page. Read the directions and write your response in pencil using the lined space on your answer sheet.**

You and/or the proctors should walk around during the test, watching test takers carefully to see that all are working on the correct section.

AT 40 MINUTES

> **There are five minutes remaining for Part 2 of the Writing test.**

AT 45 MINUTES

> **Please stop work on Part 2 Writing test and put your pencil down. Close your test book.**

Then say:

> **Check your answer sheet to see that you have printed and signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.**
>
> **Remain in your seats.**

- Collect a test book and answer sheet from each test taker. Look at the test-taker's identification to verify the test-taker's identity.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the lst name gridded on the answer sheet match the printed letters.
- The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything hs been collected and checked, say:

> **The test administration is now over. Gather your belongings and exit the building quietly, as students in other rooms may still be testing. Thank your for your cooperation.**

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Supervisor's Report and return it with the answer sheets. Note any irregularities on the Supervisor's Irregularity Report.
- Log onto the HiSET® portal and indicate for each appointment whether the test-taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.
- Check each used test book to make sure it is clean and reusable: that no answers, stray marks, tears, smudges, etc., are visible.

Chapter 8: Activities after the Test

Before any test taker is dismissed procedures need to be followed to ensure security and test integrity. Use the following steps to end the test session and dismiss the test taker:

- Collect all testing materials;

- Remind test takers to contact DiplomaSender for diploma and transcripts

- Ensure the results are uploaded;

- Ask the test taker to sign out; and

- Remind test takers to retrieve any personal belongings.

Collect Testing Materials

Collect test books and answer sheets from each test taker individually. The count should be checked against the count taken after the test materials were distributed to test takers. This will ensure that you have all test books and answer sheets and should make it easier to account for the materials at the end of the administration. Test takers are to have their identification on their desks so you can match the names on the answer sheets to the names on the identification. Check each test booklet to ensure that is reusable. Put aside any damaged booklets–those with stray marks or marked answer–and return them to ETS via a Supervisor's Irregularity Report (SIR) return envelope (see Returning Test Materials for specific instructions).

If calculators have been provided to the test takers and used during the administration, clear the memory on each test-taker's calculator by pressing the "Memory" button once and then the "On" button once (see sample buttons below). Check each calculator to ensure that no test content is being removed or concealed (e.g., writing on the calculator).

Collect the scratch paper and confirm that all sheets were returned. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

When you are sure you have accounted for all of the test materials, place them where they will not be accessible to the test takers. (Do not leave test books near the exits test takers will use.) Protect all test materials as the test takers leave the room. No one is permitted to examine any of the test materials after they have been returned to you. Before you leave the testing room, make certain that you have all test materials in your possession and that nothing has been left behind.

Upload REsults

Ensure that the workstation displays a test completed message. There will also be an alert at the admin station when a test is completed. After all test takers have completed testing confirm that the Results Upload Status is Complete on the cache proxy and that all test results have been uploaded to ETS. This will ensure that all test results have been uploaded to ETS for scoring and reporting and prevent instances of missing test results. The tests cannot be scored until the results are uploaded to the ETS servers.

If the cache proxy screen is locked, click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.
Note: If you have forgotten the AO password, click the Forgot AO Password button and enter your Username and Password. The AO password will be displayed. The particular user who created the AO password must perform this step.

Check the Results Upload Status indicator located in the bottom left corner of the cache proxy screen as shown in the example below.
Note: If your center is using multiple cache proxy computers, check the results upload status on all of them.

If the Results Upload Status is Complete, all test results have been uploaded to ETS. You are ready to perform the Cleanup function.

If the Results Upload Status is pending, test results stored on the cache proxy computer are still waiting to be uploaded to ETS. You must take one of the following actions: Leave the cache proxy running until the Results Upload Status becomes Complete. (This is the preferred option.)

OR

Shut down the cache proxy, ensure that the results data on the cache proxy are not deleted, and remember to start the cache proxy again as soon as possible to enable the results to be uploaded.
Note: DO NOT disassemble or reconfigure the cache proxy computers prior to the Results Upload Status becoming Complete.

Automatic uploading of test results cannot occur if the Connection Status is Offline, which will happen if Internet connectivity has stopped working at your site. In that case, try to restart the cache proxy.

Run Cleanup

At the admin station, after all candidates have finished testing, regardless of paper or computer based testing test taker information **wil**l Need to be finalized. Log back in to the HiSET Portal to confirm that the test taker information is correct for the session that just ended:

- Whether the test taker checked in, was a "No-Show" or was unable to test or complete testing for some reason.
- Confirm the subject name and the form (A, B, or C) of the test taken, the language (English or Spanish) and the delivery mode (paper or computer).

For computer based testing, at the **admin** station, click Cleanup from the menu on the left-hand side of the screen.
1. On the Cleanup Instructions screen, click Next.
2. A CANDIDATE LIST SCREEN WILL DISPLAY ANY CANDIDATES WHO DID NOT COM**PLETE TESTING.** Click NEXT.
3. **A Candidate Verific**Ation screen will be displayed for each candidate whose completion status needs to be set.
4. SELECT THE APPROPRIate status from the New Status drop-down list.
5. Select a Code from the drop-down list and enter a Problem Description.
Note: If a candidate arrived but was turned away (for example, because of unacceptable ID), select No Show. If a candidate arrived but was unable to start the test because of a technical problem or other test center issue, select **Bypassed Appointment**.

6. On the **Cache Proxy Results Upload Complete** screen, click Next.
7. Click Finish.
8. The message Cleanup is completed for this administration will be displayed. Click OK.
9. Shut down the cache proxy application. This step is important to prevent unauthorized use of the testing sy**s**tem**.**

Sign-In/Sign-Out Sheet

HAVE EACH TEST TAKER SIGN OUT AS THEY EXIT THE TESTING ROOM. RETAIN USED Sign-In/Sign-Out sheets for 18 months. Destroy the sheets by shredding. DO NOT send them to the department or ETS.

DISMISS TEST TAKERS

All materials and test taker possessions should be removed from the testing center. Ensure that any belongings stored in the lockers are removed. The test and testing questions should not be discussed with the testing candidate under any conditions. Candidates who have been excused from the testing area may not be readmitted until the start of the next testing session. Often questions about the availability, interpretation of, and ways to improve scores will be asked, refer to the section FAQ from Test Takers.

Returning Test Materials

Following the administration of the test, testing administration staff will need to complete all the necessary forms and package the materials for return to ETS. Instructions are printed on the Return Instructions sheet included in the shipment for returning test materials. This information is also available within the HiSET Portal.

All used answer sheets must be returned to ETS within 24 hours of administering the paper based test. Missing or late **returns result in costly follow-up investigations and may delay score reporting. Follow the directions below for**

The following materials must be returned after each paper based testing:

Answer Sheets
- Handle Answer Sheets carefully. Keep them flat. Edges must not be damaged. Paper clips, rubber bands or staples must not be used.
- Labeling: As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: "1 of 2,""2 of 2." Affix one return label to each box or envelope in your shipment.
- If it is necessary to use more than one envelope or box, number them consecutively ("1 of 3,""2 of 3," etc.).

Attendance Roster
Log onto the HiSET portal and update the test taker information, including the names of any test takers who were not listed on your roster but were permitted to test at your center.

Seating Chart
Return completed seating chart (s) in the envelope provided by ETS.

Supervisor's Report Form
On the Supervisor's Report Form section, write and grid the number of used Answer Sheets.

Supervisor's Irregularity Report Form
Complete and return only if irregularities occurred. If there were irregularities in the administration, ensure that all Supervisor's Irregularity Reports contain thorough information relating to the incident.

Test Question Ambiguity and Error Form
Complete and return only if concerns regarding test question ambiguity or errors occur.

Returning Test Books

Unless a test book is damaged or compromised, test books will be returned to ETS only at the end of the year when new test forms will be available. After each test administration, test books need to be checked to ensure that they are reusable. Damaged or compromised test books must be returned to ETS via a SIR return envelope. Label the test book (s) as "Unusable." As prompted, indicate the center number and number of each piece in sequence, for example: "1 of 2,""2 of 2." Affix one return label to each envelope in the shipment.

SECURITY PROCEDURES AFTER THE TEST

All administration staff should be familiar with the security procedures covered in chapter 3. Below is the list associated with security after administering the test. Be sure to review this and follow all required steps.

SECURITY AFTER THE TEST	YES	NO	COMMENTS
Collect testing material from each test taker. Account for all material (including scratch paper) before dismissing the test takers. Place materials out of reach of test takers as they leave the room. Dismiss the test taker.			
Check the testing room to be certain nothing has been left behind.			
Log onto HiSET portal for each appointment whether the test taker checked in, was a "No Show," or was not able to test or complete the testing session for some reason.			
Complete all appropriate reports and forms.			
Evaluate the administration; make any suggestions for improvements on the Supervisor's Comment Sheet.			
Return all test answer sheets to ETS promptly for scoring.			
Check every book to ensure it is reusable. If not, follow the guidelines for returning material to ETS.			

FAQ From Test Takers

When Are Official Scores Available?

When taking a computer-delivered test, immediate, unofficial scores are displayed for all multiple-choice sections. On average, official test scores for both computer- and paper-delivered tests are posted within:
3–5 business days for multiple-choice sections
6–10 business days for the essay section
Note: The Language Arts – Writing subtest contains both multiple-choice and essay questions. Only a combined score is reported, so scores are available within approximately 6–10 business days.

How Can Scores be Accessed?

Scores are available through the HiSET Portal. They are not sent in the mail. If the test taker does not have Internet access or needs help, assist them with accessing their scores.

How are scores reported?

Scores are available in two different types of reports.

- Comprehensive Score Report/Transcript
  The report that is always listed first in the HiSET account is the Comprehensive Score Report. It is a cumulative record of all of subtest scores. It only includes the highest score for each subtest taken, and it's automatically updated. The Score Report can be viewed and printed from the HiSET Portal. If you need an official transcript sent to a college, scholarship program or other organization, contact ETS at 1-855-MyHiSET (1-855-694-4738). A score report is not the same as the state issued High School Equivalency Diploma.
- Individual Test Reports
  The other type of report available through the online account is an Individual Test Report. The Individual Test Report includes the score for a single subtest and an explanation of what that score means — if passed and if the score demonstrated college and career readiness. An Individual Test Report is available for each subtest taken, listed by test date.

How to Interpret the Score?

Each of the five subtests in the HiSET battery is scored on a scale of 1–20. In order to pass all three requirements must be met:

- Achieve a score of at least 8 on each of the five individual subtests
- Score at least 2 out of 6 on the essay portion of the writing test
- Have a total combined score on all five tests of at least 45

If the HiSET battery of tests were to be administered to a random sample of high school seniors, it is estimated that approximately 60% would pass on the first attempt. If you receive a score of 45 or higher we estimate that you would be in approximately the top 40% of graduating high school seniors nationally.

What Does Passing Mean?

Test takers who have received a passing score on the HiSET battery of tests have demonstrated a level of performance required to be awarded an Iowa High School Equivalency Diploma.

What Does College and Career Readiness Mean?

Individual test score report also indicates whether or not the test taker has achieved the score required to demonstrate college and career readiness—with at least 15 out of 20 on any of the subtests. This is the requirement set by the three Regent universities to qualify for automatic admission, students must earn a minimum sum score of 15 on each of the five subtests and a minimum total score of 75.

What Information is Provided To Help Improve Scores?

On the HiSET subtests, questions are grouped into content categories. To help future preparation the Individual Test Score Report shows the "number correct" in each content category. This information might suggest areas where it would be worthwhile to concentrate study efforts.

Chapter 9: Requesting and Administering Testing Accommodations

GENERAL INFORMATION

The Iowa Department of Education along with Educational Testing Services are committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test.

INDIVIDUALS WITH DISABILITIES

It is ETS policy to notify test center supervisors when persons with disabilities are scheduled to be tested. If a test taker who requires extra testing time, assistance in entering the answers on the answer sheet, or other accommodations reports to your center unexpectedly, advise the tester to contact ETS so that appropriate arrangements can be made for a future test date. However, if someone requires only minor accommodations (for example, to be seated near a window for natural light or additional space to accommodate a wheel chair), please attempt to make the necessary accommodations.)
Note: Report any minor accommodations provided on the HiSET® Supervisor's Irregularity Report.

Medical aids may be necessary to enable the test taker to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal), or communicate (hearing aid, vocal cord amplifier) or may be required for health reasons (insulin pump, inhaler, heart rate monitor). These examples are not an exhaustive list. There are many types of aids that a test taker may be required to use. A test taker must be admitted, with or without approved accommodations, if he or she is required to use a medical aid.

Test takers who wear an insulin pump do not need to be approved for accommodations. We do, however, suggest that the test taker be scheduled into a separate room if his/her pump is especially noisy (so as not to disturb the other test takers). A separate room would require an accommodations approval.
Note: Test takers who request 14 point font, large-print test books and sheets do not need to be approved for accommodations.

REQUESTING ACCOMMODATIONS

All test takers requesting any accommodations must register by mail through ETS Disability Services using the Testing Accommodations Request Form, and have their accommodations approved before their test can be scheduled. Online registration is not available for test takers who are requesting accommodations because of the need for ETS Disability Services review.

If a test taker has a health-related need that requires them to bring equipment, beverages, or snacks into the testing room, or to take extra or extended breaks, you must follow the accommodations request procedures.

All questions related to accommodations decisions should be directed to ETS Disability Services.

CUSTOMER SERVICE—DISABILITY SERVICES
Monday — Friday 8:30 am—5:00 pm Eastern Time
Phone: 1-855-802-2748 (toll free)

Fax: 1-609-240-0525
Email: HiSETSSD@ets.org

Mail: ETS Disability Services
PO Box 6054
Princeton, NJ 08541-6054
Courier Service: ETS Disability Services
225 Phillips Boulevard

HOW TO REQUEST ACCOMMODATIONS

If accommodations for a test taker has been approved by ETS or GEDTS within the last two years and the documentation is still current, and if you are requesting the same accommodations during the 2014-15 testing year submit Part I and II and authorization letter confirming the accommodations to ETS Disability Services.

If a student has never requested accommodations before or they need to request different from those for which has previously been approved, the request must be reviewed and approved by ETS Disability Services before their test can be scheduled. To request accommodations, the following steps must be followed:

STEP 1: COMMON TESTING ACCOMMODATIONS
If you would like to request accommodations other than those listed below, you must describe them in detail on Part II of the Testing Accommodations Request Form.

Extended Testing Times (all tests are timed)

- 25 percent (time and one-quarter)
- 50 percent (time and one-half)
- 100 percent (double time; documentation required)
- Breaks — breaks are not included in testing time (can be used for medication, snacks, restroom, etc.)

Accommodations for Computer-based Test (CBT) only
- Screen magnification
- Selectable background and foreground colors
- Assistance
- Reader
- Scribe

Assistance for Spoken Directions Only
- Oral Interpreter
- Sign language Interpreter
- Printed copy of spoken directions (for PBT tests only)

Alternate Test Formats
- Braille
- Large-print test booklet
- Large-print answer sheet
- Recorded audio (audio cassette)

HEALTH-RELATED NEEDS AND MINOR ACCOMMODATIONS

"Health-related needs" refers to any of a variety of medical conditions that impact a major life activity, such as those affecting digestion, immune function, respiration, circulations, endocrine functions, etc. Documented health needs include conditions such as diabetes, epilepsy and chronic pain. Some of these documented health needs require only minor accommodations. Minor accommodations include, but are not limited to, special lighting; an adjustable table or chair; extra breaks for medication or snacks; or a separate room if food, beverages or glucose testing materials are necessary during the test session.

If a student requires minor accommodations, they must submit:
- HiSET® registration
- Part I and Part II of the Testing Accommodations Request Form
- Part III Disability Documentation Form
- A letter of support from a medical doctor or other qualified professional stating the nature of the condition and the reason for the minor accommodations requested. (A note on a prescription pad is not acceptable).
- The proper registration fee

Some medical aids do not require approval for accommodations. These aids include, but are not limited to, those that are necessary for you to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, voice amplifier) or those that are otherwise required for health reasons (heart rate monitor). If a student require these types of medical aids they do not need to request accommodations.

If a student wears an insulin pump, they do not need to request accommodations unless the pump is especially noisy. If he pump is noisy and likely to disturb other test takers, requesting accommodations is a good idea so you can be scheduled in a separate room.

STEP 2: DETERMINIE TEST FORMAT

Check the HiSET® website to get information about which format of the test is offered in your area so you can determine what format of the test you will be taking (PBT or CBT).

Testing Accommodation	Paper	Computer
Extended time	☐	☐
Separate room	☐	☐
Audiocassette or other form of recorded audio	☐	
Large print	☐	
Screen magnification		☐
Calculator/talking calculator	☐	☐
Scribe or keyboard entry aide	☐	☐
Additional supervised break time	☐	☐
Sign language-interpreted in-**struc**tions for test takers who are deaf or hard of hearing	☐	☐

STEP 3: TESTING ACCOMMODATIONS REQUEST FORMS

Part 1— Applicant Information

Complete this section and sign the Applicant's Verification Statement, even if the student is registering for accommodations identical to those that have been approved by ETS within the last two years.

Part II—Accommodations Requested

Complete this section, even if the student is registering for accommodations that are identical to those that have been approved for them by ETS within the last two years. If the student is requesting accommodations other than those listed in Part II, they must describe them under "Other Accommodations".

Part III—Disability Documentation

Student must submit disability documentation if:
- You are not submitting a Certification of Eligibility: Accommodations History.
- You are requesting accommodations other than 50 percent (time and one-half) and/or extra breaks
- You were diagnosed with a disability within the past twelve months
- You indicate in Part 1 of the Testing Accommodations Request Form that you have a physical disability or a psychiatric condition, or you check "Other" under "Nature of your disability."

If the student is blind or has low vision, they do not need to submit documentation if they are submitting a Certification of Eligibility: Accommodations History and are requesting only accommodations listed below.

- Screen Magnification
- Selectable background and foreground colors
- Braille
- Large Print (test book and /or answer sheet)
- Recorded audio
- Reader
- Scribe
- Braille slate and stylus
- 50 percent extended time (time and one half)

If the student is blind, a request for 100 percent extended time (double time) does not require documentation if they are submitting a Certification of Eligibility: Accommodations History and requesting Braille, a reader, or recorded audio.

If the student is deaf or hard-of-hearing, they do not need to submit documentation if submitting a Certification of Eligibility: Accommodations History and requesting only accommodations from the list below.

- 50 percent extended testing time
- Extra break(s)
- Printed copy of spoken directions
- Sign language interpreter (for spoken directions only)
- Oral interpreter (for spoken directions only)

DO NOT send documentation if not required to do so. If documentation is not needed, submitting it will delay the review process. An Individualized Education Program (IEP) or 504 Plan alone may not be used.

STEP 4: SUBMITTING REQUESTS TO ETS

An incomplete application will cause a delay in processing your request. Be sure to include:

- All completed forms
- Disability documentation
- Proper test fee

Send completed requests to:

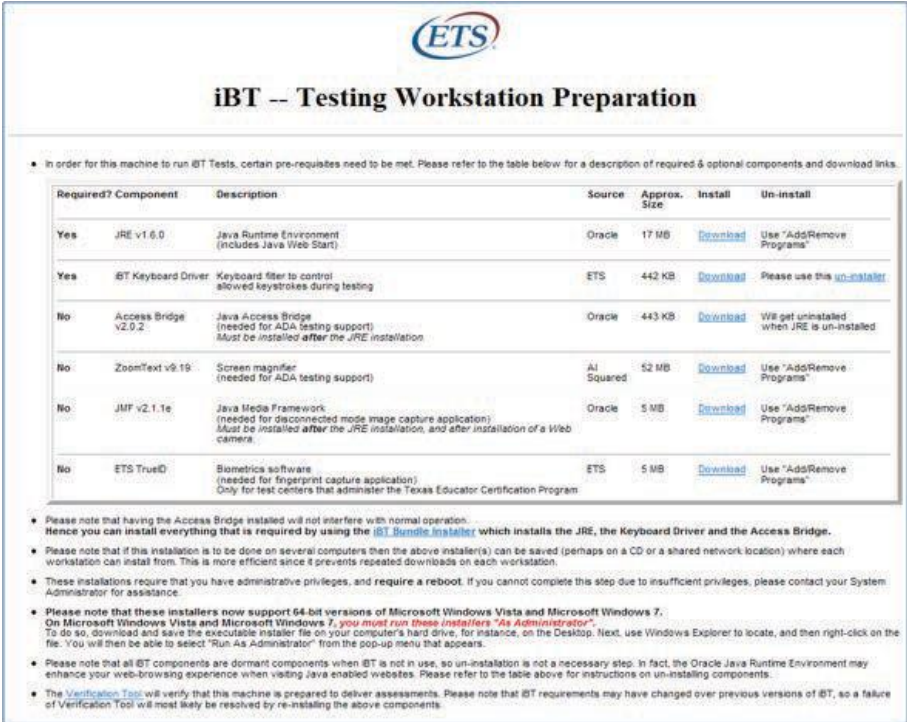| **Mail:**	ETS Disability Services	**Courier Service:**	ETS Disability Services
	PO Box 6054		225 Phillips Boulevard
	Princeton, NJ 08541-6054		Ewing, NJ 08628-1426

HOW TO REGISTER ONCE THE REQUEST IS APPROVED

ETS will send you an authorization letter confirming the accommodations that have been approved .

- Paper based Testing (PBT)
- When the student receives an authorization letter, they will need to contact ETS an make an appointment for a test session. The authorization letter will identify the testing location and test administrator. If the testing center cannot accommodate the request on the scheduled testing date, the student will be contacted by the test administrator to arrange an alternate test date.
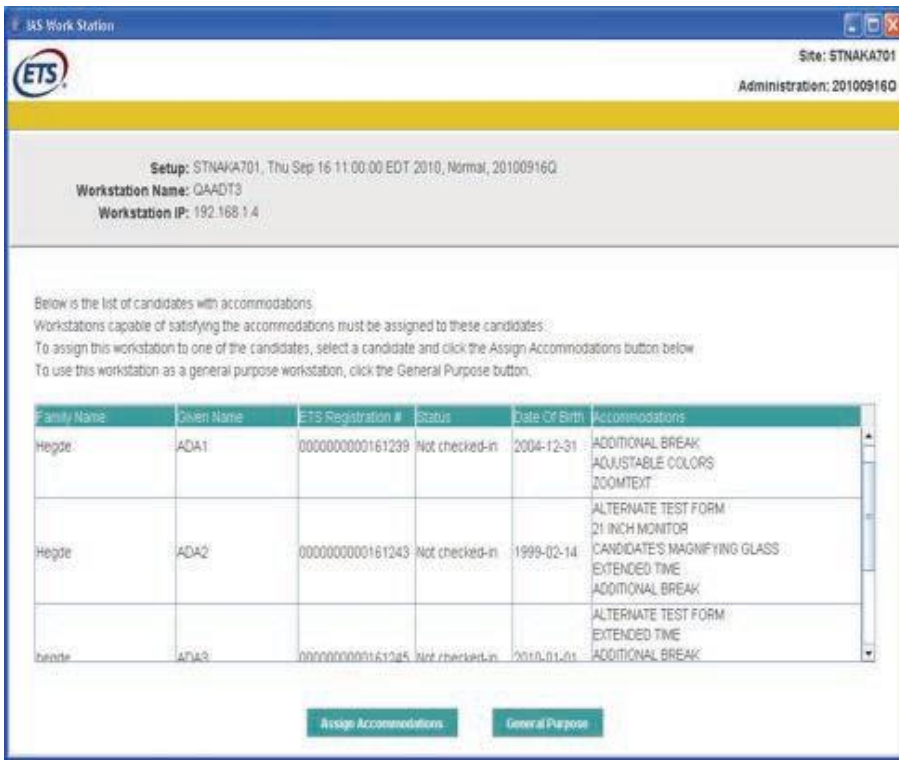
Alternate-Format
A representative from ETS Disability Services will contact the student to confirm the accommodation is approved and to schedule the test.

Step	Procedure
1	At the designated testing station, open Internet Explorer and go to https:// ibt1.ets.org/ibt/info.html. You need to install the JRE, Keyboard Driver, Access Bridge, and screen magnification (OTHERWISE KNOWN AS SCREEN MAGNIFICATION) FROM THIS WEBSITE, WHICH WILL PROVIDE THE SPECIFIC versions required by the testing system. Each of the four components can be installed individually, or you can install them in two stages, as follows:
1a	Click the **iBT Bundle Installer** link, which is located in the first bulleted item on the iBT – Testing Workstation Preparation screen. This will begin the installation of the JRE, Keyboard Driver, and Access Bridge.
1b	Install screen magnification (otherwise known as Screen Magnification) by clicking its Download button after the iBT Bundle has been installed successfully.
2	Reboot the testing station after all components have been installed.
3	Open Internet Explorer, return to https://ibt1.ets.org/ibt/info.html.
4	Click the **Verification Tool** link, which is located in the last bulleted item on the iBT – Testing Workstation Preparation screen.
5	Run the software tests available in the Verification Tool to e**nsure that the required components are installed.**
6	After passing the verification tests, the testing station is ready to deliver the accommodations. Close the verification tool window.

TEST DAY START-UP AND CHECK IN FOR TEST WITH ACCOMMODATIONS

Note: On test day, start the designated accommodations testing station (s) before checking in the test taker (s).

Step	Procedure
1	**Cache proxy and administrative station:** Follow standard start-up procedure.
2	**Testing stations:**
2a	On a test day when one or more candidates are registered to test with accommodations, each workstation that you start will display a list of those candidates and will require you to choose whether to set up this testing station for accommodations delivery: • To set up this testing workstation for accommodations delivery, select a test taker from the list, and click the **Assign Accommodation**s button. After a test taker has been selected and assigned, that test taker will not appear on the list when you start the next testing workstation. • To set up for nonaccommodations delivery, click the **General Purpose** button.
2b	A verification tool will run automatically to verify that the required iBT files are present on the testing station. • If the files are present, the system will proceed to the iBT Client Verification Tool screen. • If the proper versions of the software are not present, you will need to download and install them from the links on the following ETS website: http://ibt1.ets.org/ibt/info.html. When the installation has been completed, you will have to reboot the testing station and repeat these procedures from the beginning of Step 2.

Step	Procedure
2c	The **iBT Verification Tool** will start. Follow the instructions presented by the tool. After completing all the verification tests, close the **iBT Verification Tool** window.
2d	The **Workstation Status** screen will display the identifying information for the test taker to whom you have assigned this testing workstation.
3	At the administrative station, check in the test taker with testing accommodations.

SCREEN MAGNIFICATION OPERATING PROCEDURES

Step	Procedure
	If a test taker has been authorized for screen magnification and/or selectable background and foreground colors, there will be an **Adjust Display** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin using magnification, the test taker clicks the **Adjust Display** button and a menu box appears. **Important:** It may be necessary to help the test taker locate the **Adjust Display** button for the first time if he/she is unable to locate it before the display has been adjusted.
2	The Magnification menu presents two drop-down lists from which the test taker selects the type and power of magnification. • Three types of magnification are available: o **Full** – The full screen is magnified, allowing the test taker to view the maximum possible magnified area; the image scrolls automatically when the cursor approaches the edge. o **Overlay** – Displays a magnified view in a box docked in the lower right-hand quarter of the screen; moving the mouse moves the screen image within the overlay. o **Lens** – The cursor is inside a square magnified area can be moved in front of the screen like a magnifying glass; only the material directly beneath the lens is magnified. • The magnification level can be adjusted up to 36x. Levels include: o 1x to 8x in steps of 1 o 10x to 16x in steps of 2 o20x to 36x in steps of 4 o Fractional powers of 1.2, 1.5, 1.7, and 2.5
3	After selecting the desired type and level of magnification, the test taker can close the Magnification menu by clicking the **Adjust Display** button again. The test taker may use the **Adjust Display** button to toggle the menu off and on as needed during the test.
	Note: Because of the magnification, not all the screen content will be visible at one time in Full and Overlay modes. The test taker will need to use the mouse to move the screen image to locate the testing tools buttons.

SELECTABLE BACKGROUND AND FOREGROUND COLORS OPERATING PROCEDURES

Step	Procedure
	If a test taker has been authorized for selectable background and foreground colors and/or screen magnification, there will be an **Adjust Display** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin adjusting background and foreground colors, the test taker clicks the **Adjust Display** button and a menu box appears.
2	The **Color Scheme** menu presents a drop-down list with the following 12 options: • Black letters on white paper (default) • Black letters on light blue paper • Yellow letters on black paper • Dark blue letters on white paper • White letters on black paper • Dark blue letters on yellow paper • Black letters on pink paper • Light blue letters on black paper • Pink letters on black paper • White letters on dark blue paper • Black letters on yellow paper • Yellow letters on dark blue paper
3	After selecting the desired color scheme, the test taker can close the menu by clicking the **Adjust Display** button again. The test taker may use the **Adjust Display** button to toggle the menu off and on as needed during the test.

ADDITIONAL BREAKS PROCEDURE

Step	Procedure
	If a test taker has been authorized to take breaks, there will be a **Break** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin a break, the test taker clicks the **Break** button located at the top of the screen. A break instructions screen instructs the test taker to select from the following option buttons:
1a	**Remain in the Room** – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down. An **End the Break** button for the test taker's use appears at the top of the screen.
1b	**Leave the Room** – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down.
1c	**Cancel the Break** – Returns to the test without initiating a break.
2	To end a break:
2a	If the test taker started the break by selecting **Remain in the Room**, he/she can end the break at any time by clicking the **End the Break** button.

Step	Procedure
2b	If the test taker started the break by selecting **Leave the Room**, you must end the break as follows: 1. Press the administrator's key sequence: **CTRL-SHIFT**-? The Enter **Administrator Password** box pops up. 2. Enter the administrative password that you created during Test Setup, and click **OK**. 3. Select the **Stop the Break** option, and click **OK**. The test-taker confirmation screen appears. 4. Wait at the testing station to ensure that the test taker confirms the information and clicks the Information is Correct button to continue the test.

Note: An alert will be sent to the administrative station each time a break is initiated or ended.

DEADLINE FOR ACCOMMODATIONS REQUEST

The request for accommodations should be submitted as early as possible, especially if requesting an alternate test format. Documentation review takes approximately six weeks once the request and completed paperwork have been received. If additional documentation must be submitted, it can be another six weeks from the time the new documentation is received until the review is complete. ETS is committed to producing alternate test formats as quickly as possible; however production times may vary.

SCORE AND REPORTING

Test takers who are blind can contact ETS Disability Services by phone for their test scores. In most cases, score reports contain no indication of whether a test was taken with accommodations. Score reports do not indicate the nature of the disability or the accommodations given. Score recipients also are reminded that test scores should be considered only one part of an applicant's record.

INSTALLING AND CONFIGURING SOFTWARE FOR SCREEN MAGNIFICATION AND SELECTABLE BACK/FORE GROUND COLORS

Test takers who are blind can contact ETS Disability Services by phone for their test scores. In most cases, score reports contain no indication of whether a test was taken with accommodations. Score reports do not indicate the nature of the disability or the accommodations given. Score recipients also are reminded that test scores should be considered only one part of an applicant's record.

Discretionary Paper Based Testing

A PBT can be an allowable option, at the discretion of the Chief Examiner, after a failed Computer Based , test allowing for a PBT if the candidate and Chief Examiner are in agreement that this would be the best action to take given acknowledgement and sufficient evidence of their current barrier. This would be an "in between" assistive measure for a specific candidate, not an accommodation and not an emergency request for PBT. This would be a very rare and seldom used measure to assist a candidate to successfully navigate the HiSET battery given their current barrier.

Chapter 10: Reporting Irregularities

No manual can deal with all situations that might arise during testing. From time to time, questions or emergencies may occur that are not adequately addressed in this manual. The department relies on local administration staff, as **the pe**rson responsible for all aspects of the testing, and handling any emergency or exceptional situation. The department and ETS will support the testing centers actions if they are co**n**sistent with the established policies and pr**o**cedures. There may be times, however, **when staff will have to go beyond established policies and procedures to deal with particular** problems. The department and ETS will support local administration staff decisions if, in light of the circumstances, actions are re**ASONABLE**, **SOUND**, and d**E**signed to assure score validity and a satisfactory testing environment.

The information below provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test **administration. For paper based testing this is reported using the Supervisor Irreg**ularity Report (SIR) while co**m**puter based testing is reported online through the Ce**n**ter Problem Report (CPR).

The guidelines in Handling Specific Irregularities are provided as a general framework to facilitate handling of non-routine or emergency situations. ETS staff members are available during business hours and on all test dates to offer advice and assistance. Please do not hesitate to call, refer to Chapter 1: Communication.

Local Emergency Plan

A testing center's emergency plan should include instructions for exiting the building and what to do if a testing ca**N**didate or administration staff gets sick, or if a disaster occurs. Be specific on how testing materials will be secured during an emergency. The administration staff should have readily available a first aid kit, a medical waste co**n**tainer, and other equipment as needed in case of emergency. In all cases, care of r**e**stricted materials is the number one priority. Test books and answer sheets must be accounted for in an accurate and timely fashion.

Basic points to remember about the emergency plan:
• Keep the plan in the testing center
• Make all administration staff aware of emergency procedures
• Update the emergency plan as necessary
• Secure all testing materials
• Call for outside assistance when needed (security/medical)
• Document details of the event including date, time, list of testing candidates with addresses and telephone nu**M**bers.

Emergency plans should include the following components:
• N**AMES AND CONTACT INFORMATION FOR** test ad**m**inistration staff
  o Ide**NTI**fy back-up examiner and include contact information
• Names an**d** contact informat**I**on f**oR** other school person**NEL**
• L**IST OF IT**e**M**s **I**N the first aid kit

Types of emergencies plan should detail:
• Violence (upset candidate)
• Natural disasters (e.g., power outage, weather, or fire)
• *Illness (candidate and examiner)*
• Hazardous waste or contaminated by bodily fluids
• Bomb threat

Detailed Plan for Incident Documentation
• Who writes a report?
• Details to be included in the report.
• Has the plan been properly approved?
• Will the one hour rule be allowed?

Basic Information About Reports

The Iowa Department of Education relies on the chief examiner to be responsible for all aspects of test administration **and to handle any emergency or exceptional situations at the test center. The chief examiner or supervisor should report inc**idents as soon as practical after they occur. If necessary, a proctor should be asked to monitor the testing room while the chief examiner or supervisor handles test center situations and completes a report.

It is extremely important that for paper based testing that the administration staff use the Supervisor's Irreg**ularity Report** (SIR) to report information to the department and ETS concerning any possible security breaches, misconduct, and other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when deciding whether further action is justified. All Supervisor's Irregularity Reports are thor**oughly reviewed. In certain cases, because of confi**dentiality or privacy factors, it may not be possible to report back to supervisors regarding actions taken.

For registering a student or computer based testing a Center Problem Report (CPR) can be filed through the HiSET Portal. CPRs should be clear, objective, and professional. They should focus on facts and details and avoid opinions and speculation.

The department and ETS will support a Chief Examiner's or Supervisor's actions if they are consistent with established ETS policies and procedures. The actions must be reasonable, sound and designed to assure test validity, a satisfactory testing environment, and test security.

Some irregularities may not involve test takers, but should still be reported.

Importance of Reports

Reports are a critical source of information. They provide a written record of security incidents, technical problems, misconduct, and other out-of-the-ordinary situations.
- Irregularity reports are admissible evidence in a court of law; and
- Facts that seem of little consequence at the time may later assume considerable significance when ETS must decide if further action is required.

ETS thoroughly reviews all reports and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for ETS to report back to chief examiners regarding actions taken.

General Rules for High-Quality Reports

Reports should be complete—describe who, what, where, when, why and how. They do not have to be long, but the testing administration staff should provide the details as specifically as possible while the incident is recent and details can be recalled. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional re**search and delay the resolution process at ETS. State** the length of any delay or interruption that the test taker encountered. Describe what happened in detail. Remember that each CPR should tell a complete story of the incident. DOCUMENT ALL ACTIONS TAKEN SO THAT OTHERS READING THE REPORT can determine exactly what occurred: What took place: Describe the situation and problem as completely as possible. If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity. Describe where it happened in detail. Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to a test taker, or other any unusual incident at the test center.)
Also include the test taker (s) that were affected by the same incident.

Reports should be professional—focus on facts and details and avoid opinions and speculation.

Reports should resolve relevant questions—if a report includes the necessary details, ETS will not need to follow up with the test center for more information or clarification. It is important to state the outcome of the incident in the report (e.g., whether the candidate completed the test, whether the candidate was turned away, whether a prohibited item was confiscated). For incidents involving prohibited items or misconduct, details provided in reports can help ETS evaluate whether a particular incident was a relatively minor infraction or a serious breach of test security (e.g., whether a piece of paper was "only a candy wrapper" or contained test-related notes).

Ensure the report include answers to the following questions (if applicable for the issue):
- Did the problem occur before the test taker started the test or during a particular section of the test?
- What was the length of time of any delay or interruption?
- What actions were taken to try to resolve the problem? Was the problem resolved?
- Did the affected test takers successfully complete their tests?
- After 30 minutes, if the problem was not resolved, did the Supervisor offer the test taker the opportunity to be scheduled for a make-up test? Did the test taker accept the offer?
- Did you contact HiSET Technical Support or HiSET Test Administration Services for assistance?
- Did the test center staff confiscate any item?
- Was the test taker dismissed from the test session?

Note: Do not state or describe the content of any test item when completing a CPR. This will result in a compromise of security of the test question.

Filing a Report

At the Administrative workstation during an iBT administration, click File CPR from the menu on the left side of the screen. The CPR screen will open.
- Select the most appropriate CPR Category and Code for the issue you are reporting.
- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional research and delay the resolution process at ETS.

In certain situations, the system will automatically initiate a CPR and you will need to enter the details. For example, if you need to Reset Check-in for a candidate, enter a brief explanation of why the reset was necessary. If you encounter a situation that causes several system-initiated CPRs of the same type (for example, Reset Check-in), and you do not have time to type a complete explanation in each CPR, please file one CPR at the end of the administration to summarize the situation and the outcome for the affected test takers.

For paper based testing irregularities that need to be reported using a Supervisor Irregularity Report a copy is provided in the appendix. This report needs to be submitted and mailed with the answer sheets from the testing session. Pack the report in the envelope as directed by the testing material return procedures.

How to Act on Irregularities

Dismiss the test taker from the test center and file a detailed report if a test taker attempts to:
- Remove test questions from the room;
- Use prohibited aids;
- Impersonate a scheduled test taker;
- Tamper with the testing equipment;
- Give or receive assistance from another test taker;
- Cheat in any way; and
- Create a disturbance after a warning.

Note: If a test taker threatens test center staff with bodily harm, call the local police and/or building security.
     The Chief Examiner or Supervisor does not need to call HiSET Test Administration Services before dismissing the test taker.

Other situations that require a report:
- Test taker arrives at the test center but is not admitted for any reasons; and
- Test taker is turned away because of unacceptable ID.

Handling Specific Irregularities

Procedures for handling specific irregularities are grouped under four categories:
- Test material flaws
- Group irregularities
- Individual irregularities
- Security and conduct irregularities

Test Material Flaws

The following irregularities involve errors in printing and assembly of test books and problems with individual test questions, such as typographical errors and ambiguities.

Situation	Procedure in the Testing Room	Report or Other Action
Test Question Ambiguity or Error	Inform test takers that you will file a report about their concerns.	File a SIR or CPR. State only the test section number and name and the item number. Do not copy the exact text of any test question. This is important in maintaining test security.
Defective Test Materials	If discovered BEFORE testing begins: Collect the defective test materials. Give the test taker a new, unused test book, if available. If discovered AFTER testing has begun: Collect the defective test book. Give the test taker a new, test book, if available, with the same test form code. The test taker should continue with the new test book. The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected in the test books.	Print "Defective Material" on the defective test book covers and attach the test book to the Supervisor's Irregularity Report Form. If answers were recorded in the defective book, attach the defective test book to the replacement test book and send to ETS with the Supervisor's Irregularity Report Form. Provide full information on the Supervisor's Irregularity Report, including: •Report the nature and location of the defect. •Provide page numbers if possible. •**Provide test-taker**'s name and appointment confirmation number appointment confirmation number. •Report if the test taker was able to complete the test or if he or she was dismissed. Complete the Notice of Defective Test Books. Include this form on top of the used test books.

Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Situation	Procedure in the Testing Room	Report or Other Action
Hardware or Software Problems	If software or hardware problems cause a delay in starting or an interruption during a test, **contact HiSET Technical Support within 10 minutes** of the scheduled start time or the time the interruption occurred. **Even if it appears to be a local problem and local personnel are working on it, you still must contact HiSET Technical Support promptly.** Ensure that the affected test takers remain sequestered inside the building while they wait for the problem to be resolved. **Sequestering the test takers is required for test security purposes, and it means that you must take all the following actions:** • **Inform the test takers** that they are not allowed to leave the test center or to use cell phones or other communication devices during the waiting period. • **Supervise the test takers** to ensure that they remain in the test center building and have no access to phones, electronic devices, or outside communication while waiting for the problem to be resolved. • **When you file your CPR** about the situation, include a description of where the candidates were located during the waiting period and how they were supervised. Offer the test takers the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved. At 30 minutes past the scheduled start time, if the problem is still being worked on and the test takers wish to continue waiting, and the test center's schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. The test center should already be in contact with HiSET Technical Support. Inform affected test takers that you have reported the problem. They will be contacted about rescheduling, if necessary.	Contact HiSET Technical Support. File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.
Cache Proxy Computer Failure During the	If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another. Contact HiSET Technical Support for assis-	Contact HiSET Technical Support. File a CPR.
Emergency *Power Outages*	When an electrical power outage occurs at the test center and power is immediately restored, the Chief Examiner or Supervisor will have to use the Restart function at the admin station to restart each test taker's test. If the power is not immediately restored, power off each testing station and other equipment until the power is again available. Ask test takers to wait at least 30 minutes for the power to be restored. After that time, give them the choice to either: • Wait in the center to resume the test. • Choose to be rescheduled to a makeup test. While waiting, test takers must remain in the testing room and must have no access to cell phones or other prohibited devices.	File a SIR or CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.

Group Irregularities (continued)

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Situation	Procedure in the Testing Room	Required Action
Disturbances *Noise Problems in or near the testing room*	If a disruption occurs inside the testing room, or noise from outside the test center affects test takers, try to end the noise or disruption or move the test takers if possible.	Report details of the situation in the SIR or CPR, including: - Nature of the disturbance. - If testing was stopped and the amount of time elapsed. - If there were any test-taker complaints. - Number of test takers affected. - Names and ap_{pointment con}**fi**rmation numbers of test takers affected.
Disturbances Disturbances due to illness or medical emergency	- Ask test takers to close the test books until the situation is resolved. - Remedy the situation in the most practical way. - Keep test takers calm to the extent possible. - If moving to another testing room is necessary, collect and later redistribute test materials. - Record any time loss and subsequent adjustments in testing time.	Report details of the situation in the report, including: - Time loss and **subsequent a**d**_justments._** - Complaints from other test takers, including their name(s) and appointment confirmation number(s).
Emergencies *Weather Problems or Other issues beyond the center's control*	- Decide whether you must cancel the administration or can find an alternate location. - If you decide not to test, call ETS immediately for instructions. - If test takers have arrived before you make the decision to cancel, contact ETS. - If your test center is to remain open despite severe weather file a report describing the conditions and advise any test taker that cannot get to the center to contact HiSET Customer Service.	Contact HiSET Test Administration Services. File a SIR or CPR as soon as possible.
Emergencies *Emergency evacuation*	Your primary concern should be the safety of test takers and your staff. When an emergency occurs, you should immediately: - Note the time of the incident and, if time permits, collect the test books. - If test takers and staff are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and staff. - Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the exam. - If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the exam. - Subtract the amount of testing time THAT ELAPSED FROM THE TOTAL testing time to determine the amount of remaining testing time. Inform the test takers how much time remains, reset your clock, and instruct test takers to resume working. - Call ETS as soon as possible.	Report the emergency. Provide full details of the emergency and action taken. If testing is able to resume, note the time the emergency occurred and timing stopped. Include the stop and restart time on the report.

Group Irregularities (continued)

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Situation	Procedure in the Testing Room	Required Action
Mistimings	For an UNDERTIMING: • Whenever possible correct an undertiming before test takers are dismissed. For an OVERTIMING: • No adjustment can be made in the case of an overtiming.	Report the mistiming on the Supervisor's Irregularity Report and include the following information: • Whether it was an undertiming or an overtiming. • The amount of time involved. • In the case of an undertiming, how it was corrected. • The number of test takers affected. • Names and appointment confirmation number of the test takers affected. • Attach the test books of all affected test takers to the Supervisor's Irregularity Report.

Individual Irregularities

The following irregularities are usually limited to one or a few test takers in a testing room or site

Situation	Procedure in the Testing Room	Report or Other Action
Unacceptable ID	Do not admit the test taker. In your CPR, state what type of ID the test taker presented and why it was unacceptable. State whether the test taker was turned away. **Note:** If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a SIR or CPR and inform the test taker that his/her scores will not be reported and will be canceled.	Provide detailed information regarding the incident and the action taken by you or your staff on the SIR or CPR, including the test-taker's name and appointment confirmation number.
Medical Emergency or Illness	If a test taker becomes ill and must leave the room temporarily, handle the situation the same as for an unscheduled break. Note the time the test taker left and returned on the CPR. If a test taker must withdraw permanently from testing because of illness, follow instructions described in "Unscheduled Departure from the Test Site." File a CPR. In case of serious illness or medical emergency: • Call a local emergency medical number. • Render whatever aid possible and make the person comfortable until help arrives.	If other test takers are disturbed by the test taker's illness and have lost testing time, file a report indicating all test takers affected.

Individual Irregularities (continued)

The following irregularities are usually limited to one or a few test takers in a testing room or site

Situation	Procedure in the Testing Room	Report or Other Action
Test Taker Is Checked in Under the Wrong Registration	Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster. If you accidentally check in a test taker under another test taker's registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test. • At the admin station, use the Reset Check-in function to reset the test taker's registration that was used in error. • Then select the correct test taker record from the roster and proceed to check in the test taker. If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.	File a report.
Misplaced Answers	If a test taker has mistakenly marked answers in the test book instead of on the answer sheet: • Instruct the test taker to mark answers correctly from that point forward. • Assure the test taker that you will notify ETS and that every effort will be made to give proper credit. • Attach the test book and answer sheet to the SIR and forward to ETS.	Report details of the situation on the Supervisor's Irregularity Report. Attach the test book to the Supervisor's Irregularity Report and return both via the SIR return envelope.
Unscheduled Breaks Numerous or Excessively Long	Test takers are not permitted to take breaks during the test session. Only in the case of an emergency may a test taker leave the testing room to go to the restroom, and only after receiving permission from a member of the testing staff. Remind test takers that they will not be allowed extra testing time for such an absence. Use of telephones or cell phones is not permitted during such an absence and is grounds for dismissal.	There is no need to report approved breaks; however, unapproved, excessive or extended breaks must be reported.
Unscheduled Departure from the Test Site	If a test taker leaves the test center before completing the test collect all testing material and if its computer based testing terminate the test: 1. Press the administrative override key sequence (CTRL+Shift+?). 2. When the **Enter Administrator Password** window appears, type your administrator password. (This is the administrative password that you created during the test setup process.) 3. A drop-down list of options will appear. Select the option to end the test. **Note:** The administrative override key sequence will not work when a listening item is being played or when a direction screen is displayed. You will need to wait for the recording to end or navigate past the direction screen before terminating the test.	File a report.

Security and Conduct Irregularities

The following irregularities involve test security incidents and possible test taker misconduct.

Situation	Procedure in the Testing Room	Report or Other Action
Disruptive Behavior and Misconduct	Because Chief Examiners and Supervisors must maintain order as well as security at the test center, they have authority to dismiss a test taker for disruptive behavior or other misconduct. If a test taker's behavior during testing disturbs others, and the Chief Examiner or Supervisor believes the disruption may prevent others from doing their best work, the Chief Examiner or Supervisor will do the following: • Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Do not engage in a confrontation. • If the test taker continues to be disruptive, you may dismiss the individual from the testing room. • Dismissal is also warranted if, after receiving a warning from test administration staff, a test taker continues to engage in any other type of misconduct. • In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers, or physical reprisal. You should dismiss test takers when warranted, but use your best judgment in handling each situation. • When dismissing a test taker, advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that a report will be filed. • If, in the judgment of the Chief Examiner or Supervisor, attempting to remove a test taker would create a disturbance to other test takers or result in a potentially threatening situation, the test taker should be permitted to complete testing. • If the individual causes a serious disturbance and will not leave the test center, you should call the police or other local authorities. Retain any materials related to the events because ETS may re-	Provide detailed information regarding the incident and the action taken by you or your staff on the SIR or CPR, including the test-taker's name and appointment confirmation number. Attach the test-taker's answer sheet to the SIR if applicable.
Misconduct *Testing Aids*	Use of the following items is strictly prohibited: • telephones or cell phones • smartphones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, listening, recording, scanning or photographic devices • books • pamphlets • highlighter pens • stereos or radios with headphones • watch alarms (including those with flashing lights or alarm sounds) • personal digital/electronic recording or photographic devices • calculators other than those distributed by test center staff • dictionaries, including electronic translators Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test. Exception: If you observe that an examinee inside the testing room is using a telephone, personal digital assistant, or other prohibited electronic device, do not give a warning.	Provide detailed information regarding the incident and the action taken by you or your staff on the SIR or CPR, including the test-taker's name and appointment confirmation number. Attach the test-taker's test book and answer sheet to the SIR if applicable.

Security and Conduct Irregularities (continued)

The following irregularities involve test security incidents and possible test taker misconduct.

Situation	Procedure in the Testing Room	Report or Other Action

Using a Prohibited Item
 	
Outside of the Testing Room During a Break
	1. Warn the test taker that the activity is not allowed and that they will be dismissed if it continues.
	2. If the test taker violates the regulation again after the warning:
	   a. Dismiss the test taker. Inform him or her that repeated violation of test center regulations after receiving a warning has made dismissal necessary and that a report will be filed.
	   b. Terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting **End the Current Testing Session**.
		File a CPR.

Loss or theft of test books *During the test*	After distributing test books, you must account for them. If you find a discrepancy in the test book counts, contact ETS. At any time if a test taker leaves the testing room with a test book or any part of a test book, notify ETS as soon as possible.	Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number. Report the incident to the testing center security staff and/or local police department.

DISMISSAL FOR MISCONDUCT

Both order and security must be maintained at the test center; therefore, test administration staff has the authority to dismiss any test taker for any of the following reasons:

- Remove test questions from the room.
- Use prohibited aids.
- Impersonate a scheduled test taker.
- Tamper with the testing equipment.
- Give or receive assistance from another test taker.
- Cheat in any way.
- Create a disturbance after a warning.

Note: If a test taker threatens test center staff with bodily harm, call the local police and/or building security.

Note: The Chief Examiner or Supervisor does not need to call HiSET Test Administration Services before dismissing the test taker.

Dismiss the test taker from the test center and file a detailed report. In certain cases, however, dismissing a test taker might not be the best way to handle the situation. Dismissing a test taker that may cause embarrassment, disturb other test takers, or if there is threat of physical reprisal should be handled cautiously. Dismiss when warranted, but use judgment in handling each situation.

If a test taker is observed engaging in any behaviors considered to be misconduct, use the following procedure:

Step	Action
1	Note the time of your initial observation
2	Approach the test taker and request that the behavior be corrected. Warn the test taker that he/she will be dismissed if the behavior persists. Note the time the verbal warning was given. You will need to record this information on the Supervisor's Irregularity Report. If you suspect that two or more test takers are sharing information, change their seats.
3	Try to prevent other test takers from being affected or involved. You may wish to isolate the offender in a way least disturbing to others.
4	Continue to monitor the test-taker's behavior. Have an assistant witness any suspected misconduct.
5	If the test taker continues the misconduct after receiving the warning: • Check the test-taker's identification and record the identifying information on the Supervisor's Irregularity Report. • Collect the test-taker's test materials • Dismiss the test taker from the testing room. • Advise the test taker that failure to adhere to the test procedures after receiving a warning has made your actions necessary and that you are required to report the matter to ETS.

Appendices

Prior Test Center Approval Form

Verification Form—ATT-1

Age Waiver Form– ATT-2

Maintain Record Chart

Code of Conduct (sample)

Add/Change a Test Administration Staff Member

Voucher Order Form

HiSET Paper Registration Form

HiSET® Testing Accommodation Request Form Part I—Applicant Information

HiSET® Testing Accommodation Request Form Part II—Testing Accommodations Requested

HiSET® Testing Accommodation Request Form Part III—Documentation Requirements

Seating Requirements

Sign In/Sign Out Sheet

Monthly Test Booklet Inventory

Supervisor's Report Form (SRF)

Supervisor's Irregularity Report (SIR)

Standard Test Material Return Instructions

Alternate Test Form (ATF) Materials Return Instructions

Envelope Returns

Test Site Supervisor's Checklist

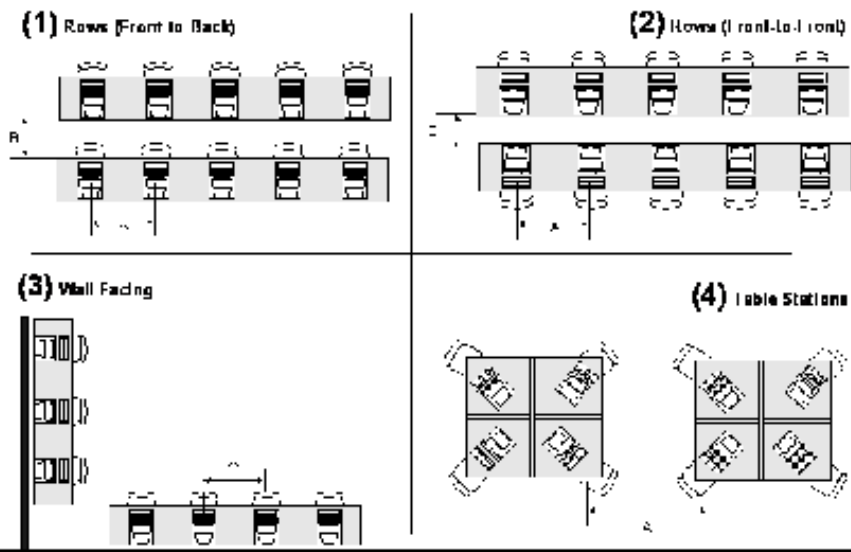Demo Tests—Round Trip and Quick Launch

COMMUNITY COLLEGES

Please complete the questions below to register the current approved testing site as a registered HiSET testing location with the state of Iowa. Complete a separate form for each room to be used for testing.

1) Address of the testing site: Street Address:

   City/State/Zip:

2) Is this site a prior approved testing site by the state of Iowa?   Select
   If "No" please apply after January 2, 2014 using *Request for Site Approval* form.

3) Which of the layouts below best represents how your   Select Layout
   computer workstations are positioned? If "Other" please submit a sketch on a separate page

4) What is the approximate distance between workstations?   Select Measurement -A-
   (measurement –A– in the diagram)

5) If applicable, what is the approximate distance between rows?   Select Measurement -B-
   (measurement –B– in the diagram)

6) Are there partitions between your workstations to obstruct   Select
   the view from other workstations?

7) Is there a computer that can be used to check-in candidates,   Select
   which is positioned separate from the testing workstations?

(1) Rows (Front to Back)   (2) Rows (Front-to-Front)

(3) Wall Facing   (4) Table Stations

Prior Test Center Approval form   HiSET® TEST REGISTRATION CENTER

IOWA'S VERIFICATION FOR HSED TEST OR RETEST January-March 2015

The student will provide a government issued identification card containing their picture and signature, each day the student tests. Testing fees are forfeit if this verification form is not presented at time of testing. Student gives permission to release records for the sole purpose of ABE/ASE, testing and completion reporting according to FERPA law.

_____   _____   _____
Student Name (Please Print)   Student Signature   Student Identification Number

_____   _____   _____
Student Phone Number   Last School District, City & State Attended Prior to Seeking HSED   Last Year Attended

---

An Official Practice Test with minimum qualifying score (as indicated below) is required before FINAL Tests or Retesting. Mathematics and Writing are not allowed to be taken as the final test. The 5th and final test must not be taken unless a student has completed a successful average on the previous four tests.

CASAS Mathematics: Form#_____ Score_____ AND CASAS Reading: Form#_____ Score _____

(Minimum score of 246 for both math and reading.)

TABE Total Math: Form#_____ Score_____ AND TABE Reading: Form#_____ Score _____

(Minimum score of 596 for reading and 595 for total math.)

Language Arts/Writing	Form#:_____	Test Date:_____	Score:_____	Comment:_____
	Form#:	Test Date:	Score:	Comment:
Social Studies	Form#:_____	Test Date:_____	Score:_____	Comment:_____
	Form#:	Test Date:	Score:	Comment:
Science	Form#:	Test Date:	Score:	Comment:
	Form#:_____	Test Date:_____	Score:_____	COMMENT:_____
LANGUAGE ARTS/READING	FORM#:_____	TEST DATE:_____	SCORE:_____	Comment:_____
	Form#:_____	Test Date:_____	Score:_____	Comment:_____

Diploma and Transcript Information: To receive your transcripts and diploma contact DiplomaSender™ at
HTTPS://WWW.DIPLOMASENDER.COM/CONTACTUS.ASPX

Test Supervisor (Please Print)   Test Supervisor Signature   Testing Location   DATE

WAIVER FOR RETESTING	**Minimum** Qualifying OPT Scores
Indicate significant hours of instruction and record additional OPT score.	HiSET Form 2014
RETEST #1 _____ HOURS OF INSTRUCTION SINCE TEStING.	Math: 13/25
RETEST #2 _____ HOURS OF INSTRUCTION SINCE Tesᴛing.	Reading: 17/20
	Writing*: 20/25
	Science: 13/25
	Social Studies: 12/25
	*includes essay score

Request for Admission to Test
Age Waiver for High School Equivalency Diploma

TO BE COMPLETED BY APPLICANT (print in blue ink)		
Testing Candidate Name (Last, First, Full Middle)	Social Security Number	Birth Date
Home Street Address		Home Phone
City	State	Zip
Last School Attended		
Parent/Guardian Name		
Signature of Testing Candidate	Signature of Parent/Guardian (if applicable)	
I grant permission FOR MY HSED testing data TO BE released to the school district for statistical purposes.		

INSTRUCTIONS

Applicants 17 and 18 years of age applying for admission to test may do so by contacting their home school district; they will be referred to the designated employee(s) for that District. The designated employee(s) must determine if the applicant is not enrolled. (This includes participating in any extracurricular activities associated with the district.)

TO BE COMPLETED BY DESIGNATED EMPLOYEE(s)

APPLICATION APPROVAL (must check one box)

☐ APPLICATION APPROVED. As the designated employee, I certify that the applicant is not enrolled with the school district.

☐ APPLICATION DISAPPROVED. Comments:

Signature of Designated Employee(s)	
Printed Name	Date
School District Name	

**Submit completed application form to the community college
where HSED testing will take place.**

ATT-2

Instructions for Completing the

Request for Admission to Test

Instructions are provided below. DO NOT ALTER THE FORM IN ANY WAY OR IT WILL BE REJECTED. Completed forms may be returned to the local community college Adult Education and Literacy program.

Instructions for Completing the Request for Admission to Test

1. Please type or print legibly. This will help eliminate misspellings and the need to resubmit the application.
2. Complete ALL items.
3. If the applicant is under the age of 18, a parent or guardian must acknowledge the information provided by also signing and dating the form.
4. The responsible designated employee must sign and date the form and clearly indicate whether the applicant is approved or disapproved.

General Information: Pursuant to the authority of Iowa Code section 256.7(5), the State Board of Education amended Chapter 32, "High School Equivalency Diploma," Iowa Administrative Code, which became effective May 22, 2013. The amendments are intended to implement Iowa Code Chapter 259A. Item 7 relates to admission to testing and age requirements:

> 281—32.8(259A) Admission to testing. No one under 16 years of age is allowed to test. Testing of 16-year-olds is restricted to these conditions: (a) resident of an Iowa juvenile institution; or (b) under the supervision of a probation office. To take the high school equivalency test, anyone 17 years of age or older who is not enrolled in a secondary school or who is not a high school graduate may be admitted to testing. The only requirements for admission for testing are proof of age and, for an applicant 17 or 18 years of age, consent of the applicant's parent or guardian and verification of non-enrolled status. The applicant cannot receive a diploma until the applicant has reached 18 years of age and the applicant's class from ninth grade has graduated.

Verification of non-enrolled status is satisfied with the submission by the responsible designated employee from the last school district that the testing candidate attended this form.

Under 19 registration

The online system with ETS has a built in age detector at the request of the state of Iowa to safeguard against allowing anyone to register and then be turned away from testing due to not having proper documentation.

The system will prompt the candidate to call HiSET directly to complete the registration process. During this call, HiSET customer service will hopefully remind the candidate of the required documents – which is the responsibility of the testing center to verify upon entry to test and have on file in case of monitoring.

If an under 19 student has registered through one center but schedules their test at another location, that their documentation is not being brought for test entry. This is a requirement of the HiSET program and the supervisor, if unsuccessful in contacting the referral site for proof of documentation, ***may turn the testing candidate away***.

Maintain Record Chart

RECORDS	HOW LONG TO KEEP RECORDS	COMMENTS
Copy of roster of examinees taking HiSET*	Until scores are processed and diplomas received	
Copy of seating chart of testing session*	One year	
Sign in/out sheets for testing session	18 months	
Copy of filed Supervisor Irregularity Report or printed copy of Center Problem Report (CPR) including Test Question Ambiguity and Error	One year	
Verification Form (ATT-1)	Until final scores are processed. If final test until diplomas received.	This ensures diploma fee has been paid.
Age Waiver Form (ATT-2)	Until student is 18 and /or diploma sent to student.	
Copy of Accommodation Forms	Two years or student re-	
Copy of Test Question Ambiguity and Error Form	One year	
MOU with ETS	Indefinitely	
Packing slips of test shipments	One year	

High School Equivalency Diploma (HSED)
Testing Candidate Code of Conduct Contract

It is critical to the Iowa High School Equivalency Diploma (HSED) Testing Program that candidates are held to a high standard of conduct and that the testing material is secure and not compromised. Each candidate's final score must be a true reflection of his/her preparation and demonstrated ability. This is important because most colleges and universities consider the diploma as equivalent to a high school diploma for admission and most employers view it as equivalent to a high school diploma for hiring and job promotion. Therefore, no inside or outside assistance is ever permitted during testing and no individual tests or testing items are ever allowed to leave the testing room.

To make sure that each testing session is secure and each candidate follows policies and procedures, each candidate MUST COMplete the following candidate code of conduct contract before taking the HSED Tests. Please read the following conditions for testing, initial each one, and sign and date at the bottom.

_____   I understand that personal items are not allowed at my seat during testing. These items may include purses, tote bags, pagers, cell phones, portable music players, other electronic devices, hats, food items, textbooks, dictionaries, notebooks, unauthorized computational aids, supplies, scratch paper, or any other items as may be defined by the HSED Examiner.

_____   I understand that I may leave the testing room only after completing the assigned test and being excused by the HSED Examiner. If I have an emergency and must leave the testing room, the Examiner will collect my testing materials. I understand that I will not be allowed to return to work on the interrupted test again, but I will be allowed to resume testing on the next assigned test.

_____   I understand that I may not cause other candidates to become distracted during testing, and that I will be asked to leave the testing center and forfeit my test results if I engage in such behavior.

_____   I will neither give nor receive any unauthorized assistance while I am taking the HSED Tests.

_____   I will not discuss any specific test questions with anyone other than the HSED Examiner and will keep all test questions confidential.

_____   I will return all testing materials to the HSED Examiner at the conclusion of each testing session.

_____   I understand that if I am paper based testing that I cannot write in the test booklet,

_____   I understand that I may only take the five content tests three times during one year.

I have read and agree to the conditions listed above.

_____   _____   _____
       Print name   Signature   Date

HiSET
Attn: Test Administration Services
MS 34 Q Attention HiSET Admin
PO Box 6666
Princeton, NJ 08541
800-257-5123

Testing Center Staff Change

Fax to: 609-771-7710

Information

Date: ___ / ___ / _____   HiSET Use Only - Date Received: ___ / ___ / _____
     mm dd   yyyy   mm dd   yyyy

I recommend that   ☐ Mrs.   ☐ Ms.   ☐ Mr.   ☐ Dr.

Last Name: _____   First Name: _____

Be authorized to serve as (check one):   ☐ Chief Examiner   ☐ Supervisor
at the following Testing Center-
Center ID Number(s):

Center Name:

Address:

City: State/Province/Territory: Zip/Postal Code:

Email:

Phone Number: (   )   -   FAX Number: (   )   -

Reason for Request

☐ The candidate is replacing: _____

☐ The candidate is an addition to current staff.

The test center hours and/or dates will need to be modified when this staffing change is effective.

☐ Yes

☐ No

The candidate meets or exceeds the qualifications necessary to perform the duties and meets jurisdictional requirements.

☐ Yes

☐ No

☐ Training of the new staff member has been completed. Training Date: ___ / ___ / _____
                                                   mm dd   yyyy

Name of Trainer: _____   Title: _____

☐ Training of the new staff member has been scheduled. Scheduled Training Date: ___ / ___ / _____
                                                     mm dd   yyyy

Name of Trainer: _____   Title: _____

HiSET Administrator

This appointment has been approved and he/she has signed the Test Security Memo. The original is held on file in my office.

_____   _____
Signature of HiSET Administrator   Jurisdiction

HiSET (ETS)

To place a voucher order, please fill out this order form in its entirety. Your order will be processed 7-10 business days from time of receipt.

Bill To:	Send To: ☐(check here if same as "Bill To":
*Organization	*Organization
*Name	*Name
*Email	*Email
*Full Address	*Full Address
*Phone	*Phone
*Fax	*Fax

State:	

	Description:	Quantity	Cost:	Total Cost:
BA	Battery Test Fees Only		$50	
IA	Individual Test Fees Only		$15	
AT	Test Center Administrative Fees (if applicable, check page 2 for fee chart by state)			
AS	State Administrative Fees (if applicable, check page 2 for fee chart by state)			
	Please include $1.50 per voucher for processing			
	TOTAL FEES INCLUDED:			

*All fees must be paid in USD; Vouchers expire 12 months from the date of purchase and are non-refundable; unused vouchers can be credited after 12 months

Method of Payment:	Cardholder Information
☐ AMEX ☐ MasterCard ☐ VISA ☐ Check ☐ Purchase Order#_____ *Vouchers will not be generated until check has been received on PO's.	Name:_____ Card Number:_____ Expiration Date:_____ *I authorize ETS to charge this account with the Total Cost above: ☐ Yes ☐No *Signature:_____

Instructions and Fee Chart(s)

1. Denominations of Vouchers:
   a. Full battery: $50
   b. Subtest fee: $15
   c. Administration and/or Test Center Fees; See Charts Below:

Administrative Fees by State

Louisiana	$10
Missouri	$10
New Hampshire	$10

Test Center Fees by State

Louisiana	$6
Missouri	$7

2. Purchasing Vouchers/Payment Options/Billing
   a. Vouchers are to be purchased via upfront payment
   b. Payments can be accepted via credit card, and Company check.
3. Voucher Processing
   a. Voucher can be issued after sponsor payment or receipt by ETS of fully executed purchase order from sponsor
   b. Voucher processing will take approximately two weeks
   c. After payment is processed, list of vouchers is sent to sponsor via email. Paper vouchers are only issued for mail in requests and ceremonies where vouchers are presented to candidates by ETS. If a voucher template is needed by the sponsoring organization ETS will provide.
4. Voucher Expiration
   a. Voucher numbers will expire after 12 months from the date of issuance
   b. Sponsor will be reissued voucher numbers for expired or unused vouchers
5. Voucher Redemption
   a. A voucher number is exhausted when a test taker sits for a test or reschedules their testing event
6. Cancellation and Refund Policy
   a. There will be no monetary refunds for unused vouchers
   b. In instances where a candidate is a no-show or cancellation, the voucher is considered used. No credit will be offered in these situations.
7. Standard Reporting
   a. ETS will provide sponsor with a yearly update on unused voucher codes and reissue new codes

I the undersigned, do hereby acknowledge that I have read and understood the terms and conditions of my purchase of ETS HiSET vouchers. I understand that it is my responsibility to maintain the security of all purchased vouchers. I also understand that I will forfeit my payment if I do not comply with these terms.

Procedures and pertinent information relating to unused or unredeemed vouchers:

Exchange expiring vouchers via email hisetvouchers@ets.org.
Include the expiring/expired voucher numbers, your name and name of Community College bookstore.
ETS will email new valid voucher numbers directly back to your email address.
New valid voucher numbers will not be on a spreadsheet but will be an email.
The new voucher numbers are a 16 character alphanumeric number. The number to call for voucher questions and/or assistance is 1-855-my HiSET, select option 1 for Iowa, then option 6 for vouchers.
Per ETS: All fees must be paid in USD; _Vouchers expire 12 months from the date of purchase_ and are non-refundable; unused vouchers can be credited after 12 months.

Mailing Address:
HiSET Vouchers
MS - 13Q
1425 Lower Ferry Road
Ewing, NJ 08618
Fax# 973-735-1903

The undersigned represents that he/she is a duly authorized signatory on behalf of the agency sponsoring the above noted vouchers.

Print Name: _____

Signature: _____

Organization: _____

Date: _____

HiSET

Use this form for HiSET profile creation in Correctional Institutions

*Indicates Required Field

Test Taker Information	
*First or Given Name	
Middle Initial	
*Last or Family Name	
*Date of Birth	
*Gender	
Social Security Number	
*Email	

Address & Contact Information	
*Address Line 1	
Address Line 2	
*City	
*State	
*Postal Code	
*Phone	
*Type of phone number	❑ Landline ❑ Cell phone
*Preferred Language for Test Taking (English/Spanish)	❑ English ❑ Spanish
*Military Member	❑ Yes ❑ No
Military Status	

Background Information	
What is your ethnicity?	❑ Non-Hispanic ❑ Hispanic ❑ Prefer not to answer
What is your race?	❑ American Indian or Alaskan Native ❑ Asian ❑ Black or African American ❑ Native Hawaiian or Other Pacific Islander ❑ White ❑ Other ❑ I prefer not to respond
Do you communicate better (or as well) in English than in any other language?	❑ Yes ❑ No
Employment status	❑ Employed Part Time (29 or fewer hours/week) ❑ Employed full-time ❑ Unemployed (seeking employment) ❑ Not currently in the labor force
What was the last grade of school that you completed?	

What was the name of the last K-12 school you attended?	
City of the last K-12 school you attended?	
State of the last K-12 you attended?	
Are you planning on going to a further training, development or educational program?	❏ Yes ❏ No
Please indicate the highest level of education completed by your **mother**?	❏ Grade school or less ❏ Some high school ❏ High school ❏ Some college/university ❏ Associate's degree ❏ Bachelor's degree ❏ Some graduate or professional school or a graduate or professional degree ❏ Don't know
Please indicate the highest level of education completed by your **father**?	❏ Grade school or less ❏ Some high school ❏ High school ❏ Some college/university ❏ Associate's degree ❏ Bachelor's degree ❏ Some graduate or professional school or a graduate or professional degree ❏ Don't know
What is your primary reason for taking the HiSET? (select one)	❏ Enroll in technical or trade program ❏ Enter a 2 year college ❏ Enter a 4 year college/university ❏ Get a job ❏ Keep your current job ❏ Role model for family ❏ Personal Achievement/Satisfaction ❏ Public Assistance Requirement ❏ Military entrance ❏ Early Release ❏ Court Order ❏ Other
How did you learn about the HiSET? (check all that apply)	❏ Word of mouth (friend, neighbor, relative) ❏ Media (TV, radio, print) ❏ Internet ❏ Printed materials (poster, flyer) ❏ Guidance counselor or teacher ❏ Adult Education Center ❏ Employment services ❏ Military recruiting officer ❏ Social Worker ❏ Prison/Probation Officer ❏ Other
How did you prepare for the HiSET? (check all that apply)	❏ Hard copy test preparation book ❏ eBook ❏ CD-ROM/Computer Software ❏ Online or Internet resource ❏ Test preparation class/Tutor ❏ Did not prepare for the HiSET

How many hours did you spend preparing for the HiSET?	❑ Did not study ❑ 1-4 hours ❑ 5-9 hours ❑ 10-15 hours ❑ 16-20 hours

With 1 being "no difference" and 6 being a "significant difference", indicate the extent to which **personal problems** have made a different in your life over the last 12 months:

1	2	3	4	5	6

With 1 being "no difference" and 6 being a "significant difference", indicate the extent to which **financial difficulties** have made a different in your life over the last 12 months:

1	2	3	4	5	6

With 1 being "no difference" and 6 being a "significant difference", indicate the extent to which **legal issues** have made a different in your life over the last 12 months:

1	2	3	4	5	6

With 1 being "no difference" and 6 being a "significant difference", indicate the extent to which **family obligations** have made a different in your life over the last 12 months:

1	2	3	4	5	6

With 1 being "no difference" and 6 being a "significant difference", indicate the extent to which **issues with your health** have made a different in your life over the last 12 months:

1	2	3	4	5	6

Thinking about yourself: To what extent do you agree with the statement "I tend to do more than what is expected of me":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I put lots of time & effort into my work":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I sometimes blame others for mistakes I make":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I get chores done right away":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I tend to do give up easily":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I work on tasks until everything is perfect":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I keep my promises":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I often do things at the last minute":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I tend to rush into things":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Thinking about yourself: To what extent do you agree with the statement "I make plans and stick to them":

Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree

Create Username/Profile

*Username	
*Password	
*Security Question	❑ What is the name of the street where you grew up? ❑ What is your father's middle name? ❑ What is your mother's maiden name? ❑ In what city were you born?
*Answer	

HiSET TESTING ACCOMMODATIONS REQUEST FORM

PART I — APPLICANT INFORMATION

Last   **First**   **M.I.**

Street Address

City   **State**   **ZIP Code**

Gender   **Date of Birth**   **Social Security Number**

| Male | | Female | | Month | | Day | | Year | |

Day Phone Number   **Evening Phone Number**

Fax Number   **Email Address**

I would prefer that ETS communicate with me via: ☐ Email ☐ Mail

Test(s) I am applying for: ☐ All 5 tests ☐ Reading ☐ Language Arts ☐ Math ☐ Science ☐ Social Studies

I would like to test in (check one): ☐ English ☐ Spanish

Nature of your disability (check all that apply):

☐ ADD/ADHD   ☐ Deaf   ☐ ASD
☐ Learning Disability ☐ Hard of Hearing   ☐ TPI
☐ Blindness   ☐ Psychiatric/Psychological (describe): _____
☐ Low Vision   ☐ Intellectual Disability (formerly known as cognitive impairment and MR)
☐ Physical disability (describe): _____
☐ Other (e.g., health-related): _____

When was your disability first diagnosed? _____ / _____   Date of professional's most recent evaluation: _____ / _____
                                        Month Year   Month Year

Did you receive accommodations while in high school? ☐ Yes If yes, list below ☐ No

_____

_____

How do you compensate for your disability? (e.g., technology, medication). _____

_____

HiSET TESTING ACCOMMODATIONS REQUEST FORM

PART I — APPLICANT INFORMATION (CONTINUED)

Applicant's Name:
(please print)   Last   First   M.I.

Verification Statement to Be Signed by Applicant

I confirm that the information on this application is true. I agree to provide ETS with any additional information to evaluate my request for accommodations. I also give permission to my evaluator to release to ETS a copy of any information required to determine the need for the accommodation(s) I have requested. If I am requesting the use of an assistive device, I am familiar with its use.

I understand that all information necessary to process this application must be available to ETS at least 45 days in advance of the test date to provide time to evaluate and process my request for accommodations. I agree that ETS has the right to make the final decision as to whether any requested accommodation is needed and appropriate.

I acknowledge that any submitted information may also be used for research purposes, and that in no case will I be identified by name in research studies, and that the information will be protected by the terms of ETS's Confidentiality of Data Policy.

I also understand that ETS has the right to withhold or cancel my scores if it is later determined that, in ETS's judgment, any information on this application form or the supporting documentation is questionable, inaccurate or used to obtain accommodations that are not necessary.

_____   _____
Signature of Applicant   Date

If you are under 18 years of age, signature of parent or guardian is required.

_____
Parent or Guardian's Name (please print)

_____   _____
Signature of Parent or Guardian   Date

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part II— Testing Accommodation Request

Applicant's Name: _____
(please print)   Last   First   M.I.

REQUESTED ACCOMMODATIONS (Check all that apply)

Accommodations for Computer-delivered Tests
☐ Screen magnification
☐ Selectable background and foreground colors

Accommodations for Paper-delivered Tests
☐ Large print test book (larger than 14 point)
☐ Large print answer sheet (larger than 14 point)

Alternate Test Formats
☐ Braille
☐ Recorded audio with tactile figure supplement*
☐ Recorded audio with large-print figure supplement*
☐ Recorded audio

Assistance
☐ Scribe
☐ Braille slate and stylus (for note taking only)*
☐ Perkins brailler (for note taking only)*

☐ Sign language interpreter (for spoken directions only)**
☐ Oral interpreter (for spoken directions only)**
☐ Printed copy of spoken directions (for paper-based tests only)

Extended Testing Time (**NOTE:** All tests are timed.)
☐ 25 percent (time and one-quarter)   50 percent (time and one-half)   100 percent (double time)

Extra Breaks
☐ Yes

Other Accommodations Requested (describe). (For example, separate room, food or drink for medical purposes)
_____
_____
_____
_____
_____
_____

 * Only applicants who are blind or have low vision

** Only applicants who are deaf or hard-of-hearing

If you received approval for the same accommodations from GED Testing Service within the last year, please submit a copy of that approval letter with this request.

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part III — Documentation Form

Instructions for Part III: The test taker and/or his or her advocate should complete Part III. Please submit the primary documentation and any additional documents you wish to include for each of your diagnosed disabilities. Check each document that is being submitted.

To view full documentation requirements, visit www.ets.org/disabilities.

ADD/ADHD:

**Primary Documentation – Current within 3 years
Submit one**

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 3 years)
☐ Report from psychiatrist
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Autism Spectrum Disorder:

**Primary Documentation – Current within 5 years
Submit one**

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 5 years)
☐ Report from other professional (psychiatrist, speech/language therapist, occupational therapist, developmental pediatrician, or neurologist
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Blind or Low Vision:

**Primary Documentation – Current within 2 years
Submit both**

☐ Report from eye-care professional
☐ Your personal statement

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Other_____

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part III— Documentation (continued)

Deaf or Hard of Hearing:

Primary Documentation – Current within 2 years
Submit both

☐ Audiogram or audiometric report
☐ Your personal statement

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Other_____

Intellectual Disability:

Primary Documentation – Current within 5 years
Submit one

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 5 years)
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Learning Disability:

Primary Documentation – Current within 5 years
Submit one

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 5 years)
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Physical Disability or Health-Related Need:

Primary Documentation – Current within 6 months
Submit both

☐ Letter from medical doctor
☐ Your personal statement

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Other_____

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part III — Documentation Form (continued)

Psychiatric or Psychological Disability:

**Primary Documentation – Current within 6 months
Submit one**

☐ Psychological report
☐ Report from psychiatrist

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Traumatic Brain Injury:

**Primary Documentation – Current within 6 months
Submit one**

☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from medical doctor or neurologist
☐ Letter from rehab counselor or case manager
☐ Your personal statement
☐ Other_____

Keep a copy of this completed form for your records.

Seating Chart

Seating Requirements

☐ Create a chart that represents your seating and allows you to record the test-taker's name in the corresponding seat.
☐ Use chairs with backs.
☐ Face seats in the same direction.
☐ Place chairs directly behind those in the preceding row.
☐ Separate each student by a minimum of four feet on the right, left, front, and back (measure from the center of desk).
☐ Ensure unimpeded access to every student by staff.
☐ Seat only one student at a table measuring six feet in length or less.
☐ Seat students at least four feet apart and facing the same direction if tables longer than six feet are used.
☐ Provide a large, smooth writing surface, preferably desks or tables.
☐ Table-arm chairs must have a minimum writing surface or 12 x 15 inches (30 x 38 centimeters).
☐ Study carrels, language laboratory booths, and tables with partitions or dividers are not acceptable.

SAMPLES OF APPROVED SEATING PLANS: X = ONE STUDENT
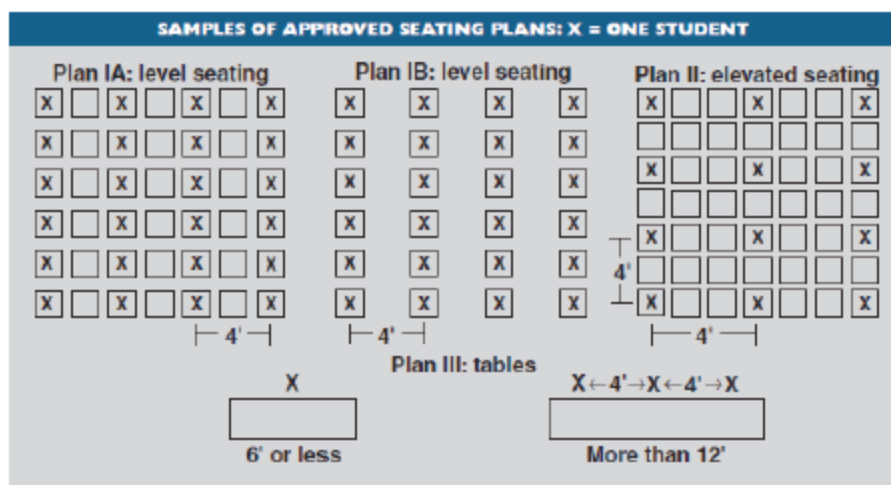
HiSET® SIGN-IN/SIGN OUT SHEET

The Sign-In/Sign-Out sheet on the following page should be used by test takers to sign in as they arrive for their appointments. Make photocopies of the blank form as needed. Be sure to compare the signatures on the test takers' IDs to the signatures they provide on the sheet.

When a test taker completes the examination, have him or her sign out on the Sign-In/Sign-Out sheet. Check the identification again and compare the signature on the ID to the signature on the Sign-In/Sign-Out sheet.

For security purposes, it is important to keep a signature or handwriting sample on file for each person who has taken a HiSET examination at your test center. Retain used Sign-In/Sign-Out sheets for 18 months. Then destroy them by shredding. DO NOT send them to ETS or to the department.

ETS HiSET.

Test Center Number   Test Center Name   Test Date

City, State

Note: Refer to the *HiSET Supervisor's Manual* for ID requirements.

Workstation #	Printed Name	Type of Primary ID	SIGN IN		SIGN OUT	
			Signature	Time	Signature	Time
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				
	Printed Name	☐ Driver's License ☐ Passport ☐ Military ID ☐ Tribal ID ☐ Certificate of Citizenship ☐ Other ☐ Naturalization Card ☐ State/National/Province ID				

MONTHLY *TES*T BOOKLET INVENT*O*RY

Test Site Name	Check One		Booklets Out		Booklets In	
	☐	☐	Quantity	Security Number Range	Quantity	Security Number Range

This form may be photocopied.

sUPERVISOR's REPORT FORM (SRF)

SUPERVISOR'S IRREGULARITY REPORT (SIR)

ETS® HiSET™ **SUPERVISOR'S IRREGULARITY REPORT (SIR)**

2. Testing Date

Enter Testing Date in Box 2

MM	DD	YY

1. GENERAL INSTRUCTIONS TO SUPERVISOR: Form _____ of _____

Refer to the Irregularities Chart in your manual for when to use this form, when to check test taker's ID and when to call Test Administration Services (TAS). **IMPORTANT: Call 800-257-5123 Immediately If test materials are missing or damaged.** Report each separate irregularity on a separate SIR.
- When entering comments, stay within the margins indicated.
- Complete sections as appropriate to the irregularity type. The staff member reporting the incident must sign the form in section 10.
- Attach (but do NOT staple) any defective materials to the SIR.
- Before returning your form(s), record sequence number(s) at the top of this box on each form to indicate how many reports you are submitting. Return all SIR(s) with used answer sheets immediately after testing ends.

3. TEST CENTER INFORMATION:

Test Site Name and Address:

Name: _____

Address: _____

City: _____

State/Province: _____

Country or Territory: _____

Print your 5 digit center number from left to right

3a. HSTP

4. TEST BOOK INFORMATION: Test Subject _____   Room Number _____

Test Code _____   Form Code _____   Test Book Serial Number _____

5. GROUP IRREGULARITIES INFORMATION:

- Check the boxes in front of each case that applies.

- Write the names and appointment numbers of involved test takers on the last page of the SIR or print out a copy of the roster, place a check mark by the name of each affected test taker, make a photocopy, and attach it to the SIR.

- To report incorrect/missing materials, indicate details on the SIR. Always call TAS immediately in such situations.

- Use the COMMENTS section on Page 3 to describe the events and actions taken.

Did group complete testing? ☐ Yes ☐ No

☐ Overtiming:
☐ Undertiming:
}
☐ 1–2 minutes
☐ 3–4 minutes
☐ 5–7 minutes
☐ 8 minutes or more

Round up for overtimings and undertimings. For example, for 2.5 minutes you should fill in the circle for 3–4 minutes.

Write the number of test takers who were affected by the group irregularity. Use leading zeros, such as 06, 030, etc., and fill from left to right.

5a. No. of Affected Test Takers

☐ Defective materials
☐ Disturbance/interruption
☐ Incorrect/missing materials
☐ Test center environment issue
☐ Staff behavior was distracting
☐ Staff distributed incorrect material

☐ Staff did not give approved accommodations
☐ Staff gave incorrect instructions
☐ Staff did not give breaks
☐ Staff did not announce remaining time
☐ Testing started late: Time testing started _____:_____
☐ Other: _____

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SUPERVISOR'S IRREGULARITY REPORT (SIR)
(CONTINUED)

6. INDIVIDUAL IRREGULARITIES INFORMATION: (See Group Irregularities Section if more than one test taker involved)
Check the box in front of each case that applies. Use the COMMENTS section on page 3 to describe all events and actions taken.

6a. Test Taker Information:

Name: _____

Gender: ☐ Male   ☐ Female

Action Taken: ☐ Warned   ☐ Dismissed   ☐ None

Did test taker complete testing?   ☐ Yes   ☐ No

Print the Appointment Number of the test taker who was affected by the irregularity.

Appointment Number

6b. Issue Information:

Check-in Issue:
☐ Test taker had questionable/unacceptable ID
☐ Test taker arrived late and was admitted to test
☐ Test taker arrived late and was turned away
☐ Test taker not on roster
☐ Test taker refused to turn off cell phone
☐ Test taker refused to comply with requirements for storing cell phone or other personal items
☐ Test taker had no paperwork for nonstandard accommodations
☐ Test taker was changed from standard to nonstandard room with approved accommodations letter after start of testing
☐ Test taker waived nonstandard accommodations

Defective Materials Issue (Test Book, A/S, Tape, CD):
☐ Smudges/ink blots
☐ Holes in pages
☐ Torn pages
☐ Missing pages
☐ Pages repeated
☐ Pages stuck together
☐ Blank tapes/CDs
☐ Skipping tapes/CDs
☐ Incorrect directions
☐ Duplicate/missing serial numbers
☐ Serial number in wrong spot
☐ Other _____

Test Center Staff Issue:
☐ Staff behavior was distracting
☐ Staff distributed incorrect material
☐ Staff gave incorrect instructions
☐ Staff did not give required breaks
☐ Staff did not give approved accommodations
☐ Staff did not announce remaining time

Test Center Environment Issue:
☐ Problem with lighting, temperature, noise, etc.

Test Admin Issue:
☐ Test taker misplaced/misgridded answers
☐ Test taker recorded answers in book
☐ Test taker needed second answer sheet
☐ Test taker became ill
☐ Test taker had a CD player or calculator malfunction
☐ Test taker impersonated another test taker
☐ Test taker worked after time called   Minutes:_____
☐ Test taker worked on wrong section   Minutes:_____
☐ Test taker used an unauthorized aid (e.g., dictionary)
☐ Test taker left early/left without permission
☐ Test taker gave or received help
   (Provide other test taker's name in COMMENTS section on Page 3)
☐ Test taker used a cell phone/prohibited device, or it made noise
☐ Test taker removed or attempted to remove test materials
   Test Book Serial # _____
☐ Test taker obtained improper access to test/part of test
☐ Test taker failed to follow any other test administration regulations
☐ Test taker disrupted test, causing testing to start/end late

☐ Test was overtimed
☐ Test was undertimed
☐ 1–2 minutes
☐ 3–4 minutes
☐ 5–7 minutes
☐ 8 minutes or more

Other Issue:
☐ Other: _____

7. TEST QUESTION AMBIGUITY INFORMATION:
Check the box in front of each case that applies. Use the COMMENTS section on page 3 to describe the test taker's concerns.

☐ No correct answer
☐ More than one correct answer
☐ Wording is ambiguous
☐ Not enough information to answer question
☐ Other: _____
_____

Test Taker's Name: _____

Test Taker's Email Address: _____

Test Taker's Mailing Address: _____

Test Book Serial #: _____   Test Subject: _____   Test Question #: _____

SUPERVISOR'S IRREGULARITY REPORT (sIR)
(CONTINUED)

8. COMMENTS:

Fully describe the irregularity or test taker's concern and any action(s) taken.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

9. TEST CENTER STAFF CONTACT INFORMATION:

Complete the fields below so that we can contact you if we need further information. Contact information should be for the specific person reporting the incident.

Name: _____

Email Address: _____

Phone #: _____ Cell Phone #: _____

Staff Member Signature: _____

Test Center Supervisor Signature: _____

ₛᵤPERVISOR'S IRREGULARITY REPORT (SIR)
(CONTINUED)

10. **GROUP IRREGULARITY AFFECTED TEST TAKER INFORMATION:**

List the name and appointment number of all test takers affected by a group irregularity. You may also attach a copy (no staples) of the attendance roster with a check mark by the names of all affected test takers. Return this SIR and any attachments with your shipment of used answer sheets and critical reports immediately after the test.

TEST TAKER NAME	TEST TAKER REGISTRATION NUMBER

TEST MATERIAL RETURN INSTRUCTIONS

ETS. HiSET™

Standard Test Material Return Instructions

FOR: HiSET™ Supervisor

Returning **Answer Sheets** on **TEST DAY**	At the **End of the Year**	How to **PACK** Materials
to our **LUDLOW** Facility	Return Test Books	Arrangements for **SHIPPING** with **UPS**

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What to Return on Test Day

Used answer sheets and completed forms must be returned on test day, immediately after the administration is completed, or scores may be delayed.

1. Pack these materials as shown

2. Check to see if you received a return kit with your test materials.

3. Use the following URL (**https://row.ups.com/**), company code (**etsnj**), ID (**hiset**), and PW (**hiset**), which will take you to the HiSET Return on the web to create and print your return label.

4. Write down your package tracking number.

5. Insert the completed label into the plastic pouch on the return envelope and seal pouch.

6. Ship your package as follows:

    Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

    a. **Regularly Scheduled UPS Pickup** – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

    b. **UPS Pickup Request** – Before test day you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

    c. **UPS Drop-off** – Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

    Other traceable express courier

    If UPS is not available in your area:

    - Do not use first-class mail or any non-traceable method of shipment.

    - Ship materials using a traceable method to the address below:

        Inbound Processing Center
        200 Ludlow Drive
        Ewing, NJ 08638

    - Carefully follow the packing and shipping instructions on page 4.

If you cannot create and download a shipping label, ship your materials by traceable courier to the Ewing address above.

Only print and affix one return label per package.

Do not print return labels until the administration is complete and materials are ready to be shipped. Printing labels in advance can result in incorrect information being provided and problems with tracking.

If technical difficulties exist when attempting to create or download the label, contact Test Administration Services (TAS) at 1-800-257-5123 for instructions.

Always keep materials secure until pickup.

TEST MATERIAL RETURN INSTRUCTIONS

RETURNING
Used Answer Sheets and Forms

Assemble and pack materials 1–6 in the sequence shown.

6 Test Supervisor's Report Form . . . .

5 Used answer sheets . . . .

4 SRF/AS Envelope . . . .
Include only the materials listed to the right in this envelope.

3 Ancillary items, if any
See box at lower right for a list of ancillary items that may be associated with a test administration.

2 Supervisor's Irregularity Report . . . .

1 SIR Envelope . . . .

Prelabeled Envelope

SRF/AS Envelope

Include only:

☐ Supervisor's Report Forms (SRFs), with related items, if any
☐ Used answer sheets

SIR Envelope

Include only:

☐ Supervisor's Irregularity Reports (SIRs), with related items, if any

Ancillary Items

The following items will occasionally be associated with an administration, and must be placed on top of the used answer sheets:

- Test books with answers marked inside and associated used answer sheets
- Used answer sheets with misplaced marks
- Test books containing answers that must be transcribed (due to insufficient or defective answer sheets)

SAMPLE
NJ 086 0-04
UPS 2ND DAY AIR

— Note this tracking number for your records.
— Note reference number for your records.

UPS Return Label

- Use the courier return envelope that came with your test materials.
- Insert printed UPS label into the clear pouch on the return envelope and seal the clear pouch.
- Keep answer sheets flat; do not damage the edges or use rubber bands, tape, or staples. Do not wrap them in anything.

RETURNING

Test Books Annually

1 PACK

- Use carton(s) from original test materials shipment.
- Include only the test books shown below.

Test Books

- Include **ALL** packed carton(s) together in one return shipment and clearly mark them as a set (e.g., "Carton 1 of 2").

2 SEAL

- Use supplied tape to seal securely.
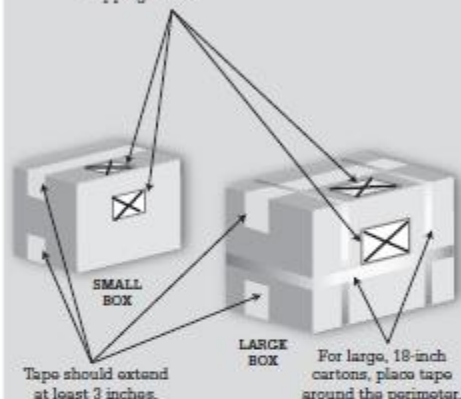- Remove, cover or cross out the original shipping labels.

SMALL BOX

LARGE BOX

Tape should extend at least 3 inches.

For large, 18-inch cartons, place tape around the perimeter.

3 LABEL

- Download label as instructed on page 2.
- Tape return label on box. Do not put two return labels on one box, or cover a return label with another label.
- Write down tracking number for your records.
- You will receive instructions with a link to download a return label.
- This label is to be used only for returning materials to be scored. You will receive different labels for the annual return of test books at the end of the year.

Inbound Processing Center
200 Ludlow Drive
Ewing, NJ 08638

RS

SAMPLE

NJ 086 0-04

UPS 2ND DAY AIR — 2

SAMPLE

SAMPLE LABEL

Affix the label to the box(es).

Note this tracking number for your records.

4 SHIP

Call 1-800-PICK-UPS or visit UPS.com to arrange for pickup during regular school stops or to schedule a special pickup.

OR

Take the package to any UPS customer center.

! IMPORTANT NOTES:

- For more information about returning test books annually, including what not to return, see *HiSET Program Manual*.

TEST MATERIAL RETURN INSTRUCTIONS

(ETS) **HiSET**

Alternate Test Form (ATF) Materials
Return Instructions

FOR: HiSET™ Supervisor

Returning **Scorable Materials** on **TEST DAY**	How to **PACK** Materials
to our **LUDLOW** Facility	Arrangements for **SHIPPING** with **UPS**

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775615

INSTRUCTIONS FOR RETURNING
HiSET ALTERNATE TEST FORM (ATF) MATERIALS

Materials used by an individual examinee who is testing under disability accommodations must be returned in a separate shipment (e.g., one shipment per candidate). All materials used by each individual examinee must be packaged together and shipped using a separate downloadable return label with a unique tracking number for that examinee. Please follow the instructions below to ensure the proper return of ATF materials.

1. **Materials for examinees who have tested with ATF accommodations should be returned in individual shipments — one shipment for each examinee.** Download the return label(s) (as instructed on page 3). It is imperative that ALL materials associated with an individual candidate testing or under special accommodations be packaged together (but separately from the other examinees) and returned via Express courier. Follow the instructions below and included in this document to assemble ATF return shipments properly.

2. ATF materials used by an individual examinee may include the following:
   o Large print, Braille, and other alternate-format test books
   o Large block, Braille, and other alternate-format answer sheets and response documents
   o All standard test materials/response documents used by candidates who have extended time or other accommodations
   o Computer/Braille printouts and computer cassettes/CDs
   o Timing reports and any other test center forms/reports pertaining to ATF administrations. **NOTE:** If testing multiple examinees with ATF accommodations at the same time, some forms/reports may be used that will contain information that pertains to more than one examinee in the room. A photocopy of each form containing information pertaining to multiple examinees must be included in each affected examinee's return shipment.

3. Print out all constructed-response answers that have been produced on a computer or Braille typewriter, and return the printouts, along with the corresponding computer disk and/or Braille output.

4. If an examinee has been approved by ETS to mark his/her answers in a standard test book, complete items 1–7 on page 1, the Test Form and Test Subject (if required), and the certification statement on a standard answer sheet; attach it, along with the test book, to the **Supervisor's Irregularity Report (SIR)**; and include it in the answer sheet returns envelope.

5. After each examinee tests, insert all of his/her testing materials into the SRF/AS Envelope included with your ATF materials shipment. If the examinee used a Braille or large-format test book, use the original shipping box in which you received the materials for your return shipment. Please do not fold or bend large-format test books.

6. Use the **SH (Special Handling) Return Shipping Envelope with yellow label** to return materials. If you require additional shipping materials, call the ETS Disability Services office at 1-609-359-5615 (8:30 a.m.–5 p.m. Eastern Standard Time). Do not use any other return label.

7. **RETURN ALL MATERIALS PROMPTLY.** Keep a record of the tracking number on the return label.

Express Shipping Options:
o Arrange for pickup during regular UPS testing site stops
o Take the package to any UPS Customer Center
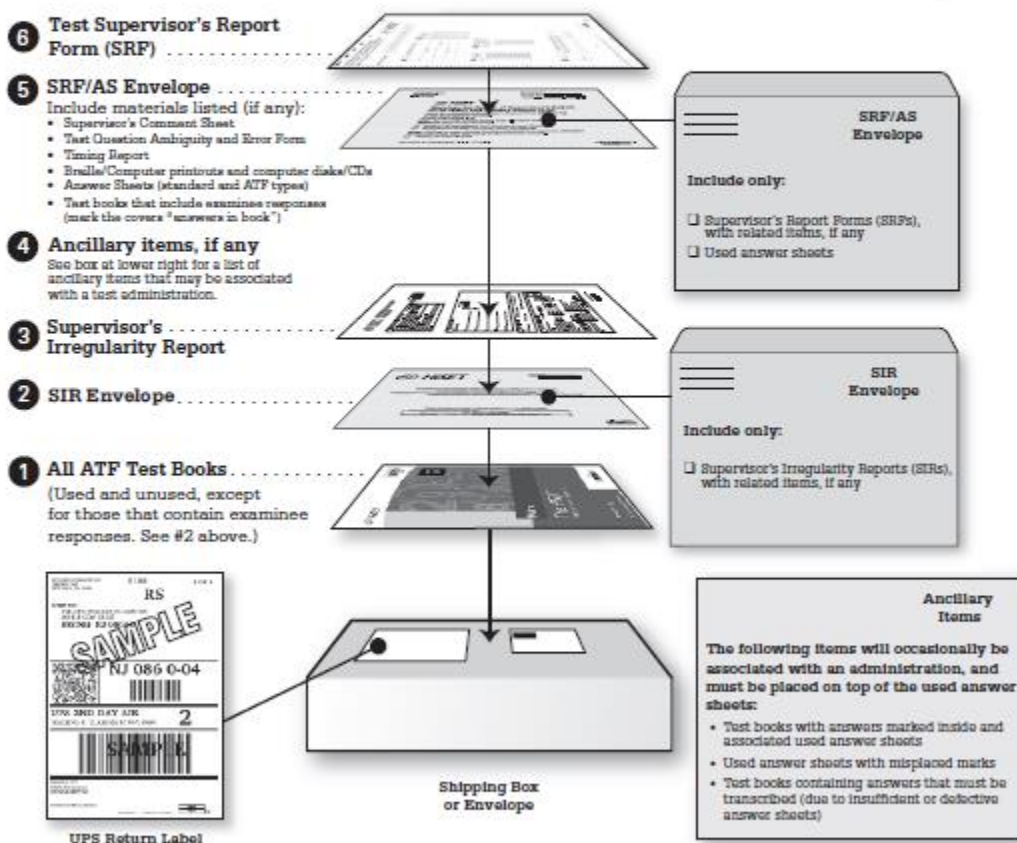o Call 1-800-PICK-UPS (1-800-742-5877) to schedule a pick up

TEST MATERIAL RETURN INSTRUCTIONS

RETURNING HiSET ALTERNATE TEST FORMS

Answer Documents, Test Books, and Related Materials
THE SPECIAL HANDLING RETURN ENVELOPE MAY BE USED ONLY FOR ATF MATERIAL RETURNS. DO NOT USE FOR ANY OTHER TYPE OF MATERIAL RETURNS.

- Assemble and pack materials in the sequence shown.
- Keep answer sheets flat. Do not damage the edges or use rubber bands, tape, or staples.
- Complete steps 1–3 on the bottom of the return label.

6 Test Supervisor's Report Form (SRF) . . . .

5 SRF/AS Envelope . . . .
Include materials listed (if any):
- Supervisor's Comment Sheet
- Test Question Ambiguity and Error Form
- Timing Report
- Braille/Computer printouts and computer disks/CDs
- Answer Sheets (standard and ATF types)
- Test books that include examinee responses (mark the covers "answers in book")

4 Ancillary items, if any
See box at lower right for a list of ancillary items that may be associated with a test administration.

3 Supervisor's Irregularity Report . . . .

2 SIR Envelope . . . .

1 All ATF Test Books . . . .
(Used and unused, except for those that contain examinee responses. See #2 above.)

SRF/AS Envelope

Include only:
☐ Supervisor's Report Forms (SRFs), with related items, if any
☐ Used answer sheets

SIR Envelope

Include only:
☐ Supervisor's Irregularity Reports (SIRs), with related items, if any

Ancillary Items

The following items will occasionally be associated with an administration, and must be placed on top of the used answer sheets:
- Test books with answers marked inside and associated used answer sheets
- Used answer sheets with misplaced marks
- Test books containing answers that must be transcribed (due to insufficient or defective answer sheets)

Shipping Box or Envelope

UPS Return Label

For questions regarding these instructions, please contact the Disability Services office at 1-609-359-5615.

RETURN ENVELOPES

INBOUND PROCESSING CENTER
200 LUDLOW DR.
EWING, NJ 08638

Test Center Number _____

Test Center Name _____

Test Date _____

ⒺⓉⓈ HiSET.

Envelope for Return of Supervisor's Report Form (SRF) and Answer Sheets (A/S)

Place the completed Supervisor's Report Form (SRF) on top of the used answer sheet(s).

Check Appropriate Box

Note: You can mix answer sheets from all subject tests except Writing and return them in one envelope.

☐   Science, Social Studies, and Reading Answer Sheets

☐   Mathematics Answer Sheets/Linkage Documents

Note: Writing answer sheets must be returned in a separate envelope; do not mix them with any other subject answer sheets.

☐   Writing Answer Sheets

Number of envelopes _____ of _____

RETURN ENVELOPES

ETS®

HiSET™

Completed Supervisor's Irregularity Report (SIR) Return Envelope

Testing Site Number: _____

Test Date: _____

Include only completed SIR forms and supporting materials in this envelope.

All supporting materials/documents must be attached to a completed SIR and returned in this envelope. Please refer to your Program Manual for instructions regarding which types of materials should be returned in this envelope.

Return this envelope in BOX 1 under the completed answer sheets envelope.

SIR Materials Only.
Do NOT include any other materials in this envelope.
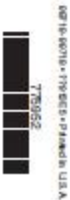
TEST SITE SUPERVISOR'S CHECKLIST

Test Site Supervisor's Checklist

☐ Please take the time needed to read the Program Manual and view the eLearning module. For any procedural questions you may have, please refer to the "Communicating with Educational Testing Service" section of the Program Manual.

☐ Schedule proctors and verify the adequacy of assigned testing rooms as described in the Program Manual.

☐ Meet with proctors before testing and discuss testing procedures and questions.

☐ Review and distribute the "Test Administration and Security Procedures Checklist" for specific details on how to administer the HiSET (available in the Program Manual).

☐ Check the contents of your test materials shipment immediately upon receipt to ensure proper quantities and to allow time for an extra shipment, if necessary.

☐ **Store all materials in a locked, limited-access place until the test day.**

☐ On the day of the test, provide the proctor with test materials for each room and scripts for each test.

☐ After testing, collect all materials.

RUNNING ROUND TRIP AND
QUICK LAUNCH DEMO TESTS

See Chapter 4 for additional information about the role of Round Trips and Quick Launch demo test in preparing a test center to administer the computer-based tests.

The Round Trip is a trial run of the whole process from the time a test registration order has been placed through test delivery.

WHEN TO RUN A ROUND TRIP

- **To prepare a new test center: When a test center is being prepared to administer iBT tests for the first time, successful completion of a Round Trip is required before the center can be opted-in to any iBT test administrations.**
- **To verify functionality after upgrades or other changes: A Round Trip may be needed to confirm functionality after computers have been replaced or other technical changes have occurred.**
- **To confirm that problems have been fixed: A Round Trip may be needed as a follow-up when technical problems have occurred and have been resolved.**
- **To train staff: A Round Trip can be used to help train new test center personnel.**

A ROUND TRIP ACOOMPLISHES THE FOLLOWING GOALS:

- **Validates communication across all systems within the test center and with ETS.**
- **Validates that the iBT software is installed and operational on the cache proxy, administration station and testing workstation.**
- **Enables test center personnel to become familiar with the software and practice the test administration activities.**

DURING A ROUND TRIP:

- **Start the cache proxy, the administrative station, and at least one testing workstation.**
- **Check in a Round Trip appointment.**
- **Launch the demo exam, which is a short demonstration exam that simulates a candidate's testing experience.**
A Round Trip appointment must be scheduled in the system in order for a Round Trip test to be run. If a center needs to run a Round Trip, the user should contact HiSET Technical Support in advance. Technical Support will schedule the necessary Round Trip appointment. A Round Trip can be launched at any time on its scheduled date.

GENERAL INFORMATION ABOUT QUICK LAUNCH DEMO TESTS

The term "Quick Launch demo exam" refers to running a demo exam on a testing workstation without the need to check in a Round Trip registration. A Quick Launch is quicker than a Round Trip because no check in is required.

The purpose of a Quick Launch demo test is to verify a testing workstation's capability to deliver an iBT test. A Quick Launch is started by clicking the Launch Demo Test **button that is displayed on the screen when a workstation is at the** "ready to deliver a test" status.

If you have only one Round Trip appointment scheduled, but you need to verify that all your workstations are capable of delivering a test, you should launch the Round Trip appointment on one workstation and run a Quick Launch demo test on all the other workstations.

This is accomplished by starting all your workstations (during the setup process for the Round Trip) and bringing them to the ready to deliver a test status. On the workstations that will not be used to launch the Round Trip, click the Launch Demo Test button on the screen to start the Quick Launch demo test.

You can also run Quick Launch demo tests on your workstations during the Readiness Check process that becomes available one to four days prior to a scheduled test administration.

Before you begin Using IAS

The following requirements and tips will help you get started and avoid common problems and errors:

- Only authorized users will be able to start the cache proxy.
- **Windows Administrator privileges are required:** To install and operate the software on each computer, the user must log in to Windows with a user account that has Administrator privileges.
- **User Account Control must be set as follows:** Users running Windows Vista must turn off the User Account Control (accessible at Control Panel □ User Accounts □ Turn User Account Control ON or OFF).
- Users running Windows 7 must set User Account Control to NEVER NOTIFY.

Time and date settings must be correct and identical on all computers: Ensure that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station, and testing stations):

- Date
- Time, including AM/PM setting
- Time zone
- Daylight Saving Time – If your time zone observes daylight saving time, make sure the Automatically adjust clock for Daylight Saving Time check box is selected on the Time Zone Settings dialog box.

Start the cache proxy computer first: The cache proxy must be started first because it serves as the communication center. Then start the administrative station and testing stations. The detailed steps are reviewed on the next page.

Use the IAS URLs for initial startup: To launch the IAS cache proxy, admin station, and testing workstations for the first time, you will need to enter a URL in the address bar, and IAS will create a shortcut on the desktop and the start menu.

Once the desktop shortcuts have been created, use them: Use the desktop shortcuts instead of the URLs to launch the cache proxy, admin station, and testing workstations.

IAS desktop shortcuts are related to the user account: The IAS desktop shortcuts are created only for the Windows user who was logged in at the time the iBT software was set up. Therefore, it is critical to log in with the same Windows user account on test admin day that was used during setup. If a different Windows account is used, the iBT shortcuts will not appear on the desktop.

If your center is unable to access the Internet on test day, you will be prompted to enter your Disconnected Password when starting the IAS cache proxy. In that situation, you will need to contact HiSET technical support to obtain a disconnected mode password for that day.

Note: Disconnected mode is available at test centers that have been enabled in advance by ETS to administer tests in disconnected mode as a recovery method.

If your Internet service is working on test day but ETS is inaccessible and ETS has enabled your test center in advance to use disconnected mode, your Disconnected Password will be provided automatically and authenticated silently on the cache proxy. In that situation, you will not need to contact technical support to obtain the password.

A test center will be able to switch to disconnected mode only if the user preloaded the test packages onto the cache proxy computer(s) prior to test day (see the eLearning section on **Advance Preparation**).

Multiple cache proxies: If your center has more than 25 candidates, a message will indicate that you have the option to start an additional cache proxy. The number of candidates that a cache proxy computer can handle depends on the computer's technical specifications.

RUNNING ROUND **T**RIP AND

QUICK LAUNCH DEMO TESTS

The following steps are needed to carry out a Round Trip and Quick Launch demo tests:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Round Trip at the Admin Station.
- Check In the Round Trip Registration at the Admin Station.
- Start the Round Trip Demo Exam at a Workstation.
- Run Quick Launch Demo Exams on All Other Workstations.

Start the Cache Proxy

Step	Screen	Action
1	**Internet Explorer**	If the **IAS - Local IAS Server** desktop shortcut is already installed on this computer, start the cache proxy application by clicking the **IAS - Local IAS Server** shortcut on the computer desktop.
		If the **IAS - Local IAS Server** desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/stnlogin.jsp
		Note: Type the URL in lower case (as shown).
		Then click Enter. The following login screen will appear:
		STN Login for Cache Proxy Launch
		STN Username:
		STN Password:
		Site Code:
		[Login] [Reset]
		To retrieve or reset your STN password, please open your IE browser to the STN Center URL.
		Note: The term **STN** pertains to other ETS testing programs but is not applicable to the HiSET program.
		Enter your personal **username** and **password** that were provided to you for the test administration system, and enter your site code (test center number).
		Then click **Login**.
		Note: The site code is not case-sensitive.
		Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the cache proxy application by double-clicking the desktop shortcut.

Start the Cache Proxy (continued)

Step	Screen	Action
2	**Cache Proxy Login**	Enter your personal **Username** and **Password** Then click **OK**. **Note:** Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message **STN username is not authorized** will be displayed. The system will check that the computer meets the memory and speed requirements. If the computer fails to meet the system requirements, or if iBT was unable to determine the computer's hardware/software specifications, an error message will be displayed
3	**Create Admin Override (AO) Password** **Note:** Your test center number is displayed in the title bar at the top of this screen.	Create a password of your own choosing for today's administration. IAS AO password rules: • Must be between 3 and 16 characters long. • Must begin with a letter. • May contain letters, numbers or any of the following characters: . ! @ ( ) { } [ ] - _ # $ Retype the password for verification. Then click **OK**. **Note:** The password created in this step is called the Admin Override (AO) password. It will be used to start the admin station and testing workstations and to unlock the cache proxy screen. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so.
4	**Cache Proxy Screen**	Wait while the test packages are downloaded to the cache proxy. **Note:** The **Cache Status tab** contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. **The overall status of the cache proxy is displayed above the table.** **Cache Status: Ready** will be displayed above the table when all downloading has been completed. Next, go to the admin station computer and follow the procedures described.
		To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.
		If you have forgotten the AO password, click the **Forgot AO Password** button and enter your Username and Password. The AO password will be displayed. The particular TCA who created the AO password must perform this step.
		To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer.
		Important: When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.
5		You are now ready to start the admin station. Follow the applicable procedures.

RUNNING ROUND TRIP AND

QUICK LAUNCH DEMO TESTS

	Start the Admin Station	
Step	**Screen**	**Action**
1	**Internet Explorer**	If the **IAS Admin Station** desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled **IAS Admin Station** on the computer desktop. If the **IAS Admin Station** desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar: **https://ibt1.ets.org/admin/adm.jsp** Then click **Enter**. Click the **Launch** button. Note: Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut.
2	**Searching for a local server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station automatically. **If no primary cache proxy is found,** the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server. **If more than one primary cache proxy is found,** the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter administrative over-ride (A/O)**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Under **Today's Certification Administrations**, locate the appropriate administration and click to highlight it. Then click **OK**. **Troubleshooting Tip:** If you receive an error message that states: "**There are no program administrations for site code** …," or if the Today's Certification Administrations section is empty: • Verify that the date, time (including AM/PM), time zone, and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station, and testing stations). • If the date and time are set correctly but the administration is still not available for selection, check with HiSET Technical Support to find out if a Round Trip appointment was actually scheduled for today.
5	**Start Readiness Check**	Click the **Start Test Setup** button.
6	**Instructions**	To continue, click **Next**.
7	**Info (summary of checks)**	To continue, click **Next**.

Start the Admin Station (continued)

Step	Screen	Action
8	**Resource Availability**	On the resource screen, confirm whether the item is available and click **Next** to continue.
9	**Seating**	Select **Yes**, and click **Next**.
10	**Nonstandard Testing Accommodations**	Under Confirm, select **Yes**. Then click **Next**. A message will state that no candidates are registered with accommodations, and both information panels will be blank.
11	**Personnel**	During a Round Trip, select only your own name from the **Available** list, and click the **Add** button to move it to the **Participating** list. Select **Yes** to confirm. Then click **Next**.
12	**Workstation Check** This screen will display a list of the workstations that are ready to deliver a test.	Initially, the workstation list will be empty because you have not yet started any workstations.
13		Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.

Start the Testing Workstations

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut. If the **IAS Workstation** desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar: **https://ibt1.ets.org/admin/wks.jsp** **Note:** Type the URL in lower case (as shown). Then click **Enter**. Click the **Launch** button. **Note:** Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.
2	**Searching for a local server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation automatically. **If no primary cache proxy is found**, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server. **If more than one primary cache proxy is found,** the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.

RUNNING ROUND TRIP AND

QUICK LAUNCH DEMO TESTS

Start the Testing Workstations (continued)

Step	Screen	Action
3	**Enter administra-tive password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	• Select the same administration that you selected at the admin station, and click to highlight it. • Then click **OK**.
5	**IAS Workstation screen** (Displays the Verifi-cation Tool Test Re-	Click the **Execute All** button. Follow the on-screen instructions to run each of the verification tests. After all tests have been passed, click the **Finish** button.
		The following message will appear on the screen: **This workstation is ready to deliver a test.**
6		Perform Steps 1–5 at the other testing workstations. Then return to the admin station, and continue with the next steps to finish the Test Setup.

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	**Workstation Check**	Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy. Select **Yes** to confirm, and click **Next**. **Note:** If there are fewer connected workstations than candidates, a message will appear.
2	**Finish**	Click the **Finish** button.
3		Your test center is now ready to check in the Round Trip appointment and launch the test. Follow the steps in the next section: **Check in the Round Trip Appointment.**

Check in the Round Trip Registration at the Admin Station

Step	Screen	Action
1	**Roster**	Locate the listing for the appointment to be checked-in, and click to highlight the row. Then click the **Check-in** button in the bottom left of the screen.
2	**Verify ID**	Respond to the questions on the screen. Then click **Next**.
3	**Workstation Assigned**	Note the assigned workstation. Then click the **Finish** button.
4		Go to the assigned workstation and follow the procedures in the next table to launch the demo exam.

Start the Round Trip Demo Exam at a Workstation

Step	Screen	Action
1	**The assigned workstation will display the information for the Round Trip appointment**	Click **Confirm**.
2	Enter Administrative **Override Password**	Enter the AO password that was created when starting the cache proxy.
3	**Candidate Information**	Click **Continue**, and the Round Trip demo test will begin.
4	Complete or quit the demo test as needed. **Note:** There is no Cleanup process for a Round Trip.	

Run Quick Launch Demo Exams on All Other Workstations

If a Round Trip test appointment was launched on only one workstation, and you also need to test the preparation and functionality of all the remaining workstations, this can be accomplished by running a Quick Launch demo test on each of the workstations.

Step	Action
1	Prepare the workstation for a Quick Launch demo exam by bringing it to the **ready to deliver a test screen**. Refer to **Round Trip: Start the Testing Workstations** for the procedures.
2	Click the **Launch Demo Test** button on the screen.
3	Complete the demo exam.

PERFORMING A READINESS CHECK AND
PRELOADING A CACHE PROXY

See Chapter 5 for information about the role of Readiness Checks in preparing for a scheduled test administration.

The following steps are needed to carry out a Readiness Check:

• Start the Cache Proxy.
• Start the Admin Station.
• Start the Testing Workstations.
• Finish the Readiness Check at the Admin Station.

Start the Cache Proxy

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

Step	Screen	Action
1	Internet Explorer	If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the shortcut.
		If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/stnlogin.jsp
		Note: Type the URL in lower case (as shown).
		Then click Enter.
		Enter your personal username and password that were provided to you for the test administration system, and enter your site code (test center number).
		Then click Login.
		Note: The site code is not case-sensitive. The term STN pertains to other ETS testing programs but is not applicable to the HiSET program.
		Using the URL the first time creates a desktop shortcut.
		On subsequent uses, you should start the cache proxy application by double-clicking the
2	Cache Proxy Login	Enter your personal Username and Password.
		Then click OK.
		Note: Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message STN username is not authorized will be displayed.
		The system will check that the computer meets the memory and speed requirements. If the computer fails to meet the system requirements, or if the system was unable to determine the computer's hardware/software specifications, an error message will be displayed, and you will be unable to continue. Contact HiSET Technical Support.

Start the Cache Proxy

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

Step	Screen	Action
3	**Create Admin Override (AO) Password** **Note:** Your test center number is displayed in the title bar at the top of this screen.	Create a password of your own choosing for today's administration. IAS AO password rules: • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! @ ( ) { } [ ] - _ # $ Retype the password for verification. Then click **OK**. **Note:** The password created in this step is called the Admin Override (AO) password. It will be used to start the admin station and testing workstations. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so.
4	**Cache Proxy Screen**	Wait while the test packages are downloaded to the cache proxy. **Note:** The **Cache Status tab** contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. **The overall status of the cache proxy is displayed above the table.** **Cache Status: Ready** will be displayed above the table when all downloading has been completed. Next, go to the admin station computer and follow the procedures described.
		To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to **enter the AO password to unlock the screen**. **If you have forgotten the AO password,** click the **Forgot AO Password** button and enter your Username and Password. The AO password will be displayed. The particular TCA who created the AO password must perform this step. **To prepare an additional cache proxy computer,** perform the same steps (shown above) on the additional cache proxy computer. **Important:** When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.
5		You are now ready to start the admin station. Follow the applicable procedures.

PERFORMING A READINESS CHECK AND
PRELOADING A CACHE PROXY

Start the Admin Station

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Admin Station** desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled **IAS Admin Station** on the computer desktop.
		If the **IAS Admin Station** desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/adm.jsp
		Then click **Enter**. Click the **Launch** button.
		Using the URL the first time creates a desktop shortcut.
		On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut.
2	**Searching for a local server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter adminis-trative override (A/O) Pass-**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Under **Future Administrations**, locate the upcoming administration for which you want to run the Readiness Check, and click to highlight it.
		If you see several administrations listed under **Future Administrations**, you can select any one of them to run the readiness check.
		Then click **OK**.
		Note: Selecting a future administration that is from one to four days away will initiate the Readiness Check for that administration. On the day of the test, the administration will be listed under **Today's Administrations**.
5	**Start Readiness Check**	Click the **Start Readiness Check** button.
6	**Instructions**	To continue, click **Next**.
7	**Info** (summary of checks)	To continue, click **Next**.
8	**Resource Availability**	On the resource screen, confirm whether the item is available and click **Next** to continue.
9	**Seating**	Select **Yes**, and click **Next**.

Start the Admin Station

Step	Screen	Action
10	**Nonstandard Testing AccomMOdations**	Under Confirm, select **Yes**. Then click **Next**. **Note:** If any candidates are registered to test with accommodations for a disability, the top panel on this screen will display a list of the candidates. The bottom panel will display a list of the accommodations required by these candidates and the number of candidates who require each accommodation. If no candidates are registered with accommodations, a message will state that fact, and both information panels will be blank.
11	**Personnel**	During a Readiness Check, select only your own name from the **Available** list, and click the **Add** button to move it to the **Participating** list. Select **Yes** to confirm. Then click **Next**. **Note:** On the day of the test, you will need to ensure that ALL users and proctors who are present at the administration are added to the **Participating** panel.
12	**Workstation Check** This screen will display a list of the workstations that are ready to deliver a test.	Initially, the workstation list will be empty because you have not yet started any workstations.
13	Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.	

PERFORMING A READINESS CHECK AND
PRELOADING A CACHE PROXY

Start the Testing Workstations

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.
		If the IAS Workstation desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/wks.jsp
		Note: Type the URL in lower case (as shown). Then click **Enter**.
		Click the **Launch** button.
		Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.
2	**Searching for a local server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	Enter administrative password	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Select the same administration that you selected at the admin station, and click to highlight it.
		Then click **OK**.
5	**IAS Workstation screen** (Displays the Verification Tool Test Results)	Click the **Execute All** button.
		Follow the on-screen instructions to run each of the verification tests.
		After all tests have been passed, click the **Finish** button.
	The following message will appear on the screen: **This workstation is ready to deliver a test.**	
6	Perform Steps 1–5 at the other testing workstations.	
	Then return to the admin station, and continue with the next steps to finish the Readiness Check.	
7	If you have been requested by HiSET Technical Support to run Quick Launch demo tests on your workstations, or if you wish to verify a workstation's functionality, click the **Launch Demo Test** button on the workstation screen to start the demo test.	

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	**Workstation Check**	Each testing workstation that has been started will appear in the list of available workstations.
		The list shows only the testing workstations; it does not include the cache proxy.
		Select **Yes** to confirm, and click **Next**.
2	**Finish**	Click the **Finish** button. You have completed the Readiness Check.

If you plan to use a second admin station on test day (for example, to enable candidate check in to be performed at two stations simultaneously), you should verify the second admin station's functionality prior to the test date as follows:

1. Finish the Readiness Check on the first admin station.

2. Go to the second admin station, start the Readiness Check, and continue only until you have completed the Info step.

3. Exit the Readiness Check. It is not necessary to finish the Readiness Check on the second admin station.

PERFOR**M**ING **A** RE**A**DINESS CHECK **AND**

PRELOADING A CACHE PROXY

Start the Testing Workstations

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.
		If the **IAS Workstation** desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/wks.jsp
		Note: Type the URL in lower case (as shown). Then click **Enter**.
		Click the **Launch** button.
		Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.
2	**Searching for a local server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter administrative password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Select the same administration that you selected at the admin station, and click to highlight it.
		Then click **OK**.
5	**IAS Workstation screen** (Displays the Verification Tool Test Results)	Click the **Execute All** button.
		Follow the on-screen instructions to run each of the verification tests.
		After all tests have been passed, click the **Finish** button.
	The following message will appear on the screen: **This workstation is ready to deliver a test.**	
6	Perform Steps 1–5 at the other testing workstations.	
	Then return to the admin station, and continue with the next steps to finish the Readiness Check.	
7	If you have been requested by HiSET Technical Support to run Quick Launch demo tests on your workstations, or if you wish to verify a workstation's functionality, click the **Launch Demo Test** button on the workstation screen to start the demo test.	

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	**Workstation Check**	Each testing workstation that has been started will appear in the list of available workstations.
		The list shows only the testing workstations; it does not include the cache proxy.
		Select **Yes** to confirm, and click **Next**.
2	**Finish**	Click the **Finish** button. You have completed the Readiness Check.

If you plan to use a second admin station on test day (for example, to enable candidate check in to be performed at two stations simultaneously), you should verify the second admin station's functionality prior to the test date as follows:

1. Finish the Readiness Check on the first admin station.

2. Go to the second admin station, start the Readiness Check, and continue only until you have completed the Info step.

3. Exit the Readiness Check. It is not necessary to finish the Readiness Check on the second admin station.